Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	Medium	FCR Total
Workforce Services	Application Services	Paul Lundell	Novell GroupWise	0 / 0	2 / 1	0 / 0	2 / 1
			Novell GroupWise 32-bit	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	3 / 1	0 / 0	3 / 1
		Tony Larsen	Novell GroupWise	0 / 0	4 / 0	0 / 0	4 / 0
			Product Total	0 / 0	4 / 0	0 / 0	4 / 0
		Assigned to Individual Total		0 / 0	7 / 1	0 / 0	7 / 1
	Application Support - APEX	Bonnie Snider	None	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	1 / 0	0 / 0	1 / 0
		Assigned to Individual Total		0 / 0	1 / 0	0 / 0	1 / 0
	Application Support - CATS IV	Dawn Harris	None	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	1 / 0	0 / 0	1 / 0

Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - CATS	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson	Content Manager	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Randall Ottesen	Content Manager	0 0	1 0	0 0	1 0
			None	1 0	1 0	0 0	2 0
			Product Total	1 0	2 0	0 0	3 0
		Assigned to Individual Total	1 0	4 0	0 0	5 0
	Application Support - CUBS	Rick Kowalczik	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Data Warehouse	Shana Woodall	DWS Web	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	eFIND/eSHARE	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Application Support - EFIND	Anhkim Le	None	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Application Support - EREP Data Processing	Brett Palmer	Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - EREP Systems	Brett Palmer	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		David Moffitt	None	0 0	9 0	0 0	9 0
			Utah Electronic Resource and	0 0	40 1	1 0	41 1
			Product Total	0 0	49 1	1 0	50 1
		None	None	0 0	1 0	0 0	1 0
			Utah Electronic Resource and	0 0	4 1	0 0	4 1
			Product Total	0 0	5 1	0 0	5 1

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP	Assigned to Individual Total	0 0	55 2	1 0	56 2
	Application Support - MyCase	Ilya Oyzerskiy — None	0 0	2 2	0 0	2 2
		Product Total	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Application Support - Single Signon	Justin Miller — Utah Master Directory	0 0	2 0	0 0	2 0
		Product Total	0 0	2 0	0 0	2 0
		Lana Larsen — Utah Master Directory	0 0	1 0	0 0	1 0
		Product Total	0 0	1 0	0 0	1 0
		Lori Newren — Utah Master Directory	0 0	3 3	0 0	3 3
		Product Total	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	6 3	0 0	6 3
	Application Support - Thin Client	Bonnie Snider — None	0 0	2 1	0 0	2 1
		Product Total	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Application Support - UI Web	Brett Judd	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	Utah Works	0 0	22 0	0 0	22 0
			Product Total	0 0	22 0	0 0	22 0
		Jeff Pryor	None	0 0	5 0	0 0	5 0
			Utah Works	0 0	33 0	0 0	33 0
			Product Total	0 0	38 0	0 0	38 0
		None	Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	61 0	0 0	61 0
	Application Support - Web Dev	Chad Thompson	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Dave Clark	None	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Application Support - Web Dev	Dave Clark	**Product Total**	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Campus Networking	David Sedei	None	1 0	10 0	0 0	11 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	1 0	11 0	0 0	12 0
		Assigned to Individual Total		1 0	11 0	0 0	12 0
	Capitol Hosting	Curtis Parker	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Data Center Operations	Tom Paden	Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	BlueZone	0 0	1 1	0 0	1 1
			None	0 0	3 3	0 0	3 3

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				High	Low	Medium	FCR Total
Workforce Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0	1 1	0 0	1 1
			Product Total	0 0	5 5	0 0	5 5
		Eileen Dubach	None	0 0	2 2	0 0	2 2
			Utah Master Directory	0 0	3 3	0 0	3 3
			Product Total	0 0	5 5	0 0	5 5
		James Stearns	None	0 0	3 3	0 0	3 3
			Product Total	0 0	3 3	0 0	3 3
		Julie VanBeekum	None	0 0	4 4	0 0	4 4
			Novell GroupWise	0 0	1 1	0 0	1 1
			PGP	0 0	1 1	0 0	1 1
			Product Total	0 0	6 6	0 0	6 6
		Sarah Johnson	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Vicky Marrelli	Droid	0 0	1 1	0 0	1 1

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Help Desk	Vicky Marrelli	Internet Explorer	0 0	1 1	0 0	1 1
			None	0 0	5 5	0 0	5 5
			Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	1 1	0 0	1 1
			Utah Master Directory	0 0	3 3	0 0	3 3
			Product Total	0 0	13 13	0 0	13 13
		Assigned to Individual Total		0 0	33 32	0 0	33 32
	Metro A Desktop Support	Adam Staks	Contributions Automated Tax	0 0	1 0	0 0	1 0
			None	0 0	11 5	0 0	11 5
			Novell Client for 32-bit Windows	1 0	1 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	1 0	17 5	0 0	18 5

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				High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Burton Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Edward Fortner	Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	16 4	0 0	16 4
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	20 4	0 0	20 4
		Kraig Ellis	None	0 0	17 5	0 0	17 5
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	1 0	0 0	1 0
			Product Total	0 0	20 5	0 0	20 5
		Mike Beynon	None	0 0	4 1	0 0	4 1

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Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Mike Beynon	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	5 1	0 0	5 1
		Mike Wilde	Adobe Contribute	0 0	1 1	0 0	1 1
			Computerized Unemployment	0 0	2 2	0 0	2 2
			DWS Web	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	28 14	0 0	28 14
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 1	0 0	1 1
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	38 18	0 0	38 18
		Robert Wall	Contributions Automated Tax	0 0	2 2	0 0	2 2
			None	0 0	16 8	0 0	16 8

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Robert Wall	Novell Client for 32-bit Windows	0 0	2 1	0 0	2 1
			State Payroll System	0 0	1 0	0 0	1 0
			Product Total	0 0	21 11	0 0	21 11
		Tracy VanderVaart	DWS Intranet	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	30 1	0 0	30 1
			Utah Works	0 0	2 0	0 0	2 0
			Product Total	0 0	35 1	0 0	35 1
		Assigned to Individual Total		1 0	157 45	0 0	158 45
	Metro A Help Desk	Cindy Schroeder	Active Directory	0 0	2 2	0 0	2 2
			Adobe Flash	0 0	1 1	0 0	1 1
			BlueZone	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	2 2	0 0	2 2

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	Citrix ICA Client	0 0	1 1	0 0	1 1
			Computerized Unemployment	0 0	1 1	0 0	1 1
			Content Manager	0 0	6 6	0 0	6 6
			DWS Capture	0 0	1 1	0 0	1 1
			DWS Intranet	0 0	2 1	0 0	2 1
			eFIND/eSHARE	0 0	4 3	0 0	4 3
			Employee Gateway	0 0	1 1	0 0	1 1
			Internet Explorer	0 0	3 2	0 0	3 2
			Microsoft Windows XP	0 0	1 1	0 0	1 1
			Microsoft Word	0 0	2 1	0 0	2 1
			None	0 0	53 41	0 0	53 41
			Novell Client for 32-bit Windows	0 0	36 34	0 0	36 34
			Novell GroupWise	0 0	24 19	0 0	24 19
			Novell Messenger	0 0	6 5	0 0	6 5

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	PGP	0 0	1 1	0 0	1 1
			State Payroll System	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	5 4	0 0	5 4
			Utah Electronic Resource and	0 0	2 0	0 0	2 0
			Utah Works	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	5 2	0 0	5 2
			Product Total	0 0	163 129	0 0	163 129
		Ed Conrad	Acrobat Reader	0 0	1 1	0 0	1 1
			Adobe Reader	0 0	1 1	0 0	1 1
			Avaya IP Softphone	0 0	1 1	0 0	1 1
			Citrix ICA Client	0 0	1 1	0 0	1 1
			Content Manager	0 0	3 3	0 0	3 3
			DWS Web	0 0	8 7	0 0	8 7
			eFIND/eSHARE	0 0	4 3	0 0	4 3

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Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Ed Conrad	Internet Explorer	0 0	3 3	0 0	3 3
			Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	2 0	0 0	2 0
			Microsoft Windows XP	0 0	5 5	0 0	5 5
			None	0 0	10 8	0 0	10 8
			Novell Client for 32-bit Windows	0 0	33 31	0 0	33 31
			Novell GroupWise	0 0	4 2	0 0	4 2
			Novell GroupWise 32-bit	0 0	1 1	0 0	1 1
			Novell Messenger	0 0	3 3	0 0	3 3
			PGP	0 0	2 2	0 0	2 2
			State Payroll Time Entry	0 0	3 3	0 0	3 3
			Utah Electronic Resource and	0 0	2 2	0 0	2 2
			Utah Works	0 0	1 1	0 0	1 1
			ZENworks for Desktops	0 0	5 4	0 0	5 4

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Ed Conrad	**Product Total**	0 0	94 83	0 0	94 83
		Liz Evans	Active Directory	0 0	2 2	0 0	2 2
			Avaya IP Softphone	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	2 1	0 0	2 1
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	108 100	0 0	108 100
			Novell Client for 32-bit Windows	0 0	26 22	0 0	26 22
			Novell GroupWise	0 0	14 11	0 0	14 11
			Utah Electronic Resource and	0 0	5 1	0 0	5 1
			Utah Works	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0
			Product Total	0 0	165 137	0 0	165 137
		Assigned to Individual Total		0 0	422 349	0 0	422 349
	Metro A Hosting	Chris Kunde	None	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro A Hosting	Chris Kunde	**Product Total**	0 0	1 0	0 0	1 0
		Keith Scholl	None	0 0	2 0	0 0	2 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	3 0	0 0	3 0
		None	None	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Thomas P Jones	Microsoft Word	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Tom Carney	None	0 0	2 0	0 0	2 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	7 0	0 0	7 0
			Product Total	0 0	10 0	0 0	10 0
		Assigned to Individual Total		0 0	19 0	0 0	19 0

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Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	None	0 0	3 0	0 0	3 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Cindy Reed	None	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Ken Bolkcom	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	5 1	0 0	5 1
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	7 1	0 0	7 1
		Sean Chadbourne	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Tyler Pearce	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Tyler Pearce	**Product Total**	0 0	2 0	0 0	2 0
		Wayne Higgs	Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 1	0 0	11 1
			Product Total	0 0	15 1	0 0	15 1
		Assigned to Individual Total		0 0	33 2	0 0	33 2
	Metro B Help Desk	Ed Conrad	None	0 0	3 3	0 0	3 3
			Product Total	0 0	3 3	0 0	3 3
		Gary Graham	None	0 0	4 4	0 0	4 4
			Product Total	0 0	4 4	0 0	4 4
		Janet Hongsyvilay	None	0 0	2 2	0 0	2 2
			Product Total	0 0	2 2	0 0	2 2
		Val Shepherd	DB2 Query Management	0 0	1 1	0 0	1 1
			None	0 0	2 2	0 0	2 2

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Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Metro B Help Desk	Val Shepherd	Product Total	0 0	3 3	0 0	3 3
		Assigned to Individual Total		0 0	12 12	0 0	12 12
	Metro C Help Desk	Reed Stohel	BlueZone	0 0	1 1	0 0	1 1
			None	0 0	8 8	0 0	8 8
			Product Total	0 0	9 9	0 0	9 9
		Assigned to Individual Total		0 0	9 9	0 0	9 9
	Metro D Help Desk	Doug Brown	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Network Operations	Brant Davis	None	1 0	2 0	0 0	3 0
			Product Total	1 0	2 0	0 0	3 0
		Brian Chatwin	None	0 0	2 0	1 0	3 0
			Product Total	0 0	2 0	1 0	3 0
		Dave Bodily	None	0 0	4 0	0 0	4 0

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				High	Low	Medium	FCR Total
Workforce Services	Network Operations	Dave Bodily	Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Product Total	0 0	5 1	0 0	5 1
		Kelli Okumura	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Robert Ryan	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		1 0	12 1	1 0	14 1
	Operations Production Control	Cal Brinton	Content Manager	0 0	2 0	0 0	2 0
			None	0 0	9 9	0 0	9 9
			Product Total	0 0	11 9	0 0	11 9
		Christie Burnham	None	2 2	101 99	0 0	103 101
			Product Total	2 2	101 99	0 0	103 101
		Duane Hardy	None	0 0	15 14	0 0	15 14

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				High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Duane Hardy	**Product Total**	0 0	15 14	0 0	15 14
		Assigned to Individual Total		2 2	127 122	0 0	129 124
	Rural Central Desktop Support	Jay Barfuss	Microsoft Office Professional 2010	0 0	3 2	0 0	3 2
			None	0 0	1 1	0 0	1 1
			Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	6 3	0 0	6 3
		Jeremy Standifird	Microsoft Windows XP	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	14 2	0 0	14 2
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Product Total	0 0	17 3	0 0	17 3
		Jessica Purcell	None	0 0	17 17	0 0	17 17
			Novell GroupWise	0 0	1 1	0 0	1 1

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Jessica Purcell	**Product Total**	0 0	18 18	0 0	18 18
		Paul Petersen	Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	7 5	0 0	7 5
			Product Total	0 0	10 7	0 0	10 7
		Rod Montoya	Content Manager	0 0	1 1	0 0	1 1
			Microsoft Office 2003 Professional	0 0	2 2	0 0	2 2
			Microsoft Office Professional 2010	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	6 6	0 0	6 6
			Microsoft Word	0 0	1 1	0 0	1 1
			None	0 0	16 16	0 0	16 16
			Novell ConsoleOne	0 0	6 5	0 0	6 5
			Novell GroupWise	0 0	1 1	0 0	1 1

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				High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Rod Montoya	Novell iPrint	0 0	2 2	0 0	2 2
			Utah Electronic Resource and	0 0	3 2	0 0	3 2
			Utah Master Directory	0 0	2 2	0 0	2 2
			Utah Works	0 0	1 1	0 0	1 1
			Product Total	0 0	42 40	0 0	42 40
		Ron LeBaron	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	7 4	0 0	7 4
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Product Total	0 0	9 5	0 0	9 5
		Todd Hardy	None	0 0	7 7	0 0	7 7
			Product Total	0 0	7 7	0 0	7 7
		Troy Morris	Microsoft Office XP Professional	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 1	0 0	1 1
			Product Total	0 0	2 1	0 0	2 1

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	**Assigned to Individual Total**		0 0	111 84	0 0	111 84
	Rural North Desktop Support	Don Higgs	Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	3 3	0 0	3 3
			Microsoft Windows XP	0 0	1 1	0 0	1 1
			None	0 0	11 11	0 0	11 11
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell eDirectory	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	2 2	0 0	2 2
			Product Total	0 0	20 20	0 0	20 20
		Kim Ratushniak	Content Manager	0 0	2 2	0 0	2 2
			Microsoft Office	0 0	2 2	0 0	2 2
			None	0 0	13 13	0 0	13 13
			Novell GroupWise	0 0	3 2	0 0	3 2
			Novell Messenger	0 0	1 1	0 0	1 1

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	**Product Total**	0 0	21 20	0 0	21 20
		Neil Smedley	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	20 17	0 0	20 17
			Novell Client for 32-bit Windows	0 0	3 0	0 0	3 0
			Product Total	0 0	24 17	0 0	24 17
		Ruston McKay	Microsoft Office Professional 2010	0 0	2 2	0 0	2 2
			None	0 0	36 36	0 0	36 36
			Novell Client for 32-bit Windows	0 0	6 6	0 0	6 6
			Product Total	0 0	44 44	0 0	44 44
		Ryan Casey	None	0 0	3 0	0 0	3 0
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Product Total	0 0	4 1	0 0	4 1
		Steven Haderlie	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 7	0 0	11 7

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Steven Haderlie	**Product Total**	0 0	12 7	0 0	12 7
		Assigned to Individual Total		0 0	125 109	0 0	125 109
	Rural South Desktop Support	Doug Chaston	Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Windows XP	0 0	1 1	0 0	1 1
			None	0 0	2 2	0 0	2 2
			Utah Works	0 0	1 1	0 0	1 1
			Product Total	0 0	5 5	0 0	5 5
		Doug Thornton	None	0 0	3 2	0 0	3 2
			Product Total	0 0	3 2	0 0	3 2
		Joel Finlinson	None	0 0	2 2	0 0	2 2
			ZENworks for Desktops	0 0	3 3	0 0	3 3
			Product Total	0 0	5 5	0 0	5 5
		Julie Christensen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Lance Nay	None	0 / 0	11 / 7	0 / 0	11 / 7
			Novell GroupWise	0 / 0	1 / 1	0 / 0	1 / 1
			Product Total	0 / 0	12 / 8	0 / 0	12 / 8
		Lane Adams	None	0 / 0	6 / 0	0 / 0	6 / 0
			Product Total	0 / 0	6 / 0	0 / 0	6 / 0
		Meladye Shively	Adobe Acrobat	0 / 0	1 / 0	0 / 0	1 / 0
			Adobe Flash	0 / 0	1 / 0	0 / 0	1 / 0
			None	0 / 0	1 / 0	0 / 0	1 / 0
			PGP	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	4 / 0	0 / 0	4 / 0
		Scott Jesienouski	None	0 / 0	5 / 3	0 / 0	5 / 3
			Utah Electronic Resource and	0 / 0	1 / 0	0 / 0	1 / 0
			Product Total	0 / 0	6 / 3	0 / 0	6 / 3
		Assigned to Individual Total		0 / 0	42 / 23	0 / 0	42 / 23

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Salt Lake Data Center Operations	Gerard Russell	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Voice Engineering	Debbie Bauman	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Julie Johnson	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Voice Operations	Britany Finlay	None	0 0	2 0	0 0	2 0
			Telephone	0 0	7 1	0 0	7 1
			Product Total	0 0	9 1	0 0	9 1
		Gail Christiansen	None	0 0	4 0	0 0	4 0
			Telephone	0 0	7 0	1 0	8 0
			Product Total	0 0	11 0	1 0	12 0

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Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Voice Operations	Julie Sabato	Avaya CentreVu Supervisor	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Kelly Johnson	None	0 0	1 0	0 0	1 0
			Telephone	0 0	5 1	0 0	5 1
			Product Total	0 0	6 1	0 0	6 1
		Leon Owen	None	0 0	2 0	0 0	2 0
			Telephone	0 0	1 0	1 0	2 0
			Product Total	0 0	3 0	1 0	4 0
		Romanza Hamblin	None	0 0	6 4	0 0	6 4
			Telephone	0 0	7 4	0 0	7 4
			Product Total	0 0	13 8	0 0	13 8
		Romanza Hamblin Sorenson	Telephone	0 0	7 6	0 0	7 6
			Product Total	0 0	7 6	0 0	7 6
		Assigned to Individual Total		0 0	50 16	2 0	52 16

Workforce Services

				High	Low	Medium	FCR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	Telephone	10	20	10	40
			Product Total	10	20	10	40
		Mike Johnson	None	0	10	0	10
			Telephone	0	10	0	10
			Product Total	0	20	0	20
		Mitch Hood	Telephone	0	0	10	10
			Product Total	0	0	10	10
		Spencer Blodgett	Telephone	0	20	10	30
			Product Total	0	20	10	30
		T Artis	Telephone	0	20	0	20
			Product Total	0	20	0	20
		Assigned to Individual Total		10	80	30	120
	Customer Company Total			72	1,328 815	70	1,342 817
Customer Company Total				72	1,328 815	70	1,342 817

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Inital Response			
				High	Low	Medium	MIR Total
Workforce Services	Application Services	Paul Lundell	Novell GroupWise	0 0	2 0	0 0	2 0
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Product Total	0 0	3 0	0 0	3 0
		Tony Larsen	Novell GroupWise	0 0	4 1	0 0	4 1
			Product Total	0 0	4 1	0 0	4 1
		Assigned to Individual Total		0 0	7 1	0 0	7 1
	Application Support - APEX	Bonnie Snider	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - CATS	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson — Content Manager	0 0	2 0	0 0	2 0
		Nate Olson — **Product Total**	0 0	2 0	0 0	2 0
		Randall Ottesen — Content Manager	0 0	1 0	0 0	1 0
		Randall Ottesen — None	1 0	1 0	0 0	2 0
		Randall Ottesen — **Product Total**	1 0	2 0	0 0	3 0
		Assigned to Individual Total	1 0	4 0	0 0	5 0
	Application Support - CUBS	Rick Kowalczik — None	0 0	2 0	0 0	2 0
		Rick Kowalczik — **Product Total**	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Data Warehouse	Shana Woodall — DWS Web	0 0	1 0	0 0	1 0
		Shana Woodall — **Product Total**	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le — eFIND/eSHARE	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Application Support - EFIND	Anhkim Le	None	0 0	2 1	0 0	2 1
			Product Total	0 0	3 1	0 0	3 1
		Assigned to Individual Total		0 0	3 1	0 0	3 1
	Application Support - EREP Data Processing	Brett Palmer	Utah Electronic Resource and	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Application Support - EREP Systems	Brett Palmer	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		David Moffitt	None	0 0	9 0	0 0	9 0
			Utah Electronic Resource and	0 0	40 5	1 0	41 5
			Product Total	0 0	49 5	1 0	50 5
		None	None	0 0	1 0	0 0	1 0
			Utah Electronic Resource and	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0

Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP	**Assigned to Individual Total**	0 0	55 5	1 0	56 5
	Application Support - MyCase	Ilya Oyzerskiy — None	0 0	2 0	0 0	2 0
		Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Single Signon	Justin Miller — Utah Master Directory	0 0	2 1	0 0	2 1
		Product Total	0 0	2 1	0 0	2 1
		Lana Larsen — Utah Master Directory	0 0	1 0	0 0	1 0
		Product Total	0 0	1 0	0 0	1 0
		Lori Newren — Utah Master Directory	0 0	3 0	0 0	3 0
		Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Application Support - Thin Client	Bonnie Snider — None	0 0	2 0	0 0	2 0
		Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Application Support - UI Web	Brett Judd	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	Utah Works	0 0	22 14	0 0	22 14
			Product Total	0 0	22 14	0 0	22 14
		Jeff Pryor	None	0 0	5 5	0 0	5 5
			Utah Works	0 0	33 29	0 0	33 29
			Product Total	0 0	38 34	0 0	38 34
		None	Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	61 48	0 0	61 48
	Application Support - Web Dev	Chad Thompson	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Dave Clark	None	0 0	1 0	0 0	1 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	**Product Total**	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Campus Networking	David Sedei	None	1 0	10 0	0 0	11 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	1 0	11 0	0 0	12 0
		Assigned to Individual Total		1 0	11 0	0 0	12 0
	Capitol Hosting	Curtis Parker	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Data Center Operations	Tom Paden	Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	BlueZone	0 0	1 0	0 0	1 0
			None	0 0	3 0	0 0	3 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Eileen Dubach	None	0 0	2 0	0 0	2 0
			Utah Master Directory	0 0	3 0	0 0	3 0
			Product Total	0 0	5 0	0 0	5 0
		James Stearns	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Julie VanBeekum	None	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Sarah Johnson	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Vicky Marrelli	Droid	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Help Desk	Vicky Marrelli	Internet Explorer	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	3 0	0 0	3 0
			Product Total	0 0	13 0	0 0	13 0
		Assigned to Individual Total		0 0	33 0	0 0	33 0
	Metro A Desktop Support	Adam Staks	Contributions Automated Tax	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Novell Client for 32-bit Windows	1 0	1 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	1 0	17 0	0 0	18 0

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				High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Burton Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Edward Fortner	Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	16 0	0 0	16 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	20 0	0 0	20 0
		Kraig Ellis	None	0 0	17 0	0 0	17 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	1 0	0 0	1 0
			Product Total	0 0	20 0	0 0	20 0
		Mike Beynon	None	0 0	4 0	0 0	4 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Mike Beynon	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Mike Wilde	Adobe Contribute	0 0	1 0	0 0	1 0
			Computerized Unemployment	0 0	2 0	0 0	2 0
			DWS Web	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	28 0	0 0	28 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	38 0	0 0	38 0
		Robert Wall	Contributions Automated Tax	0 0	2 0	0 0	2 0
			None	0 0	16 0	0 0	16 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Robert Wall	Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			State Payroll System	0 0	1 0	0 0	1 0
			Product Total	0 0	21 0	0 0	21 0
		Tracy VanderVaart	DWS Intranet	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	30 1	0 0	30 1
			Utah Works	0 0	2 1	0 0	2 1
			Product Total	0 0	35 2	0 0	35 2
		Assigned to Individual Total		1 0	157 2	0 0	158 2
	Metro A Help Desk	Cindy Schroeder	Active Directory	0 0	2 0	0 0	2 0
			Adobe Flash	0 0	1 0	0 0	1 0
			BlueZone	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	2 0	0 0	2 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	Citrix ICA Client	0 0	1 0	0 0	1 0
			Computerized Unemployment	0 0	1 0	0 0	1 0
			Content Manager	0 0	6 0	0 0	6 0
			DWS Capture	0 0	1 0	0 0	1 0
			DWS Intranet	0 0	2 0	0 0	2 0
			eFIND/eSHARE	0 0	4 0	0 0	4 0
			Employee Gateway	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	2 0	0 0	2 0
			None	0 0	53 0	0 0	53 0
			Novell Client for 32-bit Windows	0 0	36 0	0 0	36 0
			Novell GroupWise	0 0	24 0	0 0	24 0
			Novell Messenger	0 0	6 0	0 0	6 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	PGP	0 0	1 0	0 0	1 0
			State Payroll System	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	5 0	0 0	5 0
			Utah Electronic Resource and	0 0	2 0	0 0	2 0
			Utah Works	0 0	2 1	0 0	2 1
			ZENworks for Desktops	0 0	5 0	0 0	5 0
			Product Total	0 0	163 1	0 0	163 1
		Ed Conrad	Acrobat Reader	0 0	1 0	0 0	1 0
			Adobe Reader	0 0	1 0	0 0	1 0
			Avaya IP Softphone	0 0	1 0	0 0	1 0
			Citrix ICA Client	0 0	1 0	0 0	1 0
			Content Manager	0 0	3 0	0 0	3 0
			DWS Web	0 0	8 0	0 0	8 0
			eFIND/eSHARE	0 0	4 0	0 0	4 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Ed Conrad	Internet Explorer	0 0	3 0	0 0	3 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	2 0	0 0	2 0
			Microsoft Windows XP	0 0	5 0	0 0	5 0
			None	0 0	10 0	0 0	10 0
			Novell Client for 32-bit Windows	0 0	33 0	0 0	33 0
			Novell GroupWise	0 0	4 0	0 0	4 0
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Novell Messenger	0 0	3 0	0 0	3 0
			PGP	0 0	2 0	0 0	2 0
			State Payroll Time Entry	0 0	3 0	0 0	3 0
			Utah Electronic Resource and	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Ed Conrad	**Product Total**	0 0	94 0	0 0	94 0
		Liz Evans	Active Directory	0 0	2 0	0 0	2 0
			Avaya IP Softphone	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	2 0	0 0	2 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	108 0	0 0	108 0
			Novell Client for 32-bit Windows	0 0	26 0	0 0	26 0
			Novell GroupWise	0 0	14 0	0 0	14 0
			Utah Electronic Resource and	0 0	5 0	0 0	5 0
			Utah Works	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0
			Product Total	0 0	165 0	0 0	165 0
		Assigned to Individual Total		0 0	422 1	0 0	422 1
	Metro A Hosting	Chris Kunde	None	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	**MIR Total**
Workforce Services	Metro A Hosting	Chris Kunde	**Product Total**	0 0	1 0	0 0	1 0
		Keith Scholl	None	0 0	2 0	0 0	2 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	3 0	0 0	3 0
		None	None	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Thomas P Jones	Microsoft Word	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Tom Carney	None	0 0	2 0	0 0	2 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	7 0	0 0	7 0
			Product Total	0 0	10 0	0 0	10 0
		Assigned to Individual Total		0 0	19 0	0 0	19 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	None	0 0	3 0	0 0	3 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Cindy Reed	None	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Ken Bolkcom	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			State Payroll Time Entry	0 0	1 1	0 0	1 1
			Product Total	0 0	7 1	0 0	7 1
		Sean Chadbourne	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Tyler Pearce	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Tyler Pearce	**Product Total**	0 0	2 0	0 0	2 0
		Wayne Higgs	Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Product Total	0 0	15 0	0 0	15 0
		Assigned to Individual Total		0 0	33 1	0 0	33 1
	Metro B Help Desk	Ed Conrad	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Gary Graham	None	0 0	4 0	0 0	4 0
			Product Total	0 0	4 0	0 0	4 0
		Janet Hongsyvilay	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Val Shepherd	DB2 Query Management	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Metro B Help Desk	Val Shepherd	Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total		0 0	12 0	0 0	12 0
	Metro C Help Desk	Reed Stohel	BlueZone	0 0	1 0	0 0	1 0
			None	0 0	8 0	0 0	8 0
			Product Total	0 0	9 0	0 0	9 0
		Assigned to Individual Total		0 0	9 0	0 0	9 0
	Metro D Help Desk	Doug Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	None	1 1	2 1	0 0	3 2
			Product Total	1 1	2 1	0 0	3 2
		Brian Chatwin	None	0 0	2 0	1 0	3 0
			Product Total	0 0	2 0	1 0	3 0
		Dave Bodily	None	0 0	4 0	0 0	4 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Network Operations	Dave Bodily	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Kelli Okumura	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Robert Ryan	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		1 1	12 1	1 0	14 2
	Operations Production Control	Cal Brinton	Content Manager	0 0	2 0	0 0	2 0
			None	0 0	9 0	0 0	9 0
			Product Total	0 0	11 0	0 0	11 0
		Christie Burnham	None	2 0	101 0	0 0	103 0
			Product Total	2 0	101 0	0 0	103 0
		Duane Hardy	None	0 0	15 0	0 0	15 0

Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Duane Hardy	**Product Total**	0 0	15 0	0 0	15 0
		Assigned to Individual Total		2 0	127 0	0 0	129 0
	Rural Central Desktop Support	Jay Barfuss	Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			None	0 0	1 0	0 0	1 0
			Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Jeremy Standifird	Microsoft Windows XP	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	14 0	0 0	14 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	17 0	0 0	17 0
		Jessica Purcell	None	0 0	17 0	0 0	17 0
			Novell GroupWise	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Jessica Purcell	**Product Total**	0 0	18 0	0 0	18 0
		Paul Petersen	Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Product Total	0 0	10 0	0 0	10 0
		Rod Montoya	Content Manager	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	2 0	0 0	2 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	6 0	0 0	6 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	16 0	0 0	16 0
			Novell ConsoleOne	0 0	6 0	0 0	6 0
			Novell GroupWise	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Rod Montoya	Novell iPrint	0 0	2 0	0 0	2 0
			Utah Electronic Resource and	0 0	3 0	0 0	3 0
			Utah Master Directory	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	42 0	0 0	42 0
		Ron LeBaron	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	9 0	0 0	9 0
		Todd Hardy	None	0 0	7 0	0 0	7 0
			Product Total	0 0	7 0	0 0	7 0
		Troy Morris	Microsoft Office XP Professional	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	**Assigned to Individual Total**		0 0	111 0	0 0	111 0
	Rural North Desktop Support	Don Higgs	Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	20 0	0 0	20 0
		Kim Ratushniak	Content Manager	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	2 0	0 0	2 0
			None	0 0	13 0	0 0	13 0
			Novell GroupWise	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	**Product Total**	0 0	21 0	0 0	21 0
		Neil Smedley	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	20 0	0 0	20 0
			Novell Client for 32-bit Windows	0 0	3 0	0 0	3 0
			Product Total	0 0	24 0	0 0	24 0
		Ruston McKay	Microsoft Office Professional 2010	0 0	2 0	0 0	2 0
			None	0 0	36 1	0 0	36 1
			Novell Client for 32-bit Windows	0 0	6 0	0 0	6 0
			Product Total	0 0	44 1	0 0	44 1
		Ryan Casey	None	0 0	3 0	0 0	3 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Steven Haderlie	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 1	0 0	11 1

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Steven Haderlie	**Product Total**	0 0	12 1	0 0	12 1
		Assigned to Individual Total		0 0	125 2	0 0	125 2
	Rural South Desktop Support	Doug Chaston	Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Doug Thornton	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Joel Finlinson	None	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	3 0	0 0	3 0
			Product Total	0 0	5 0	0 0	5 0
		Julie Christensen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Lance Nay	None	0 0	11 0	0 0	11 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	12 0	0 0	12 0
		Lane Adams	None	0 0	6 2	0 0	6 2
			Product Total	0 0	6 2	0 0	6 2
		Meladye Shively	Adobe Acrobat	0 0	1 0	0 0	1 0
			Adobe Flash	0 0	1 0	0 0	1 0
			None	0 0	1 1	0 0	1 1
			PGP	0 0	1 0	0 0	1 0
			Product Total	0 0	4 1	0 0	4 1
		Scott Jesienouski	None	0 0	5 0	0 0	5 0
			Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Assigned to Individual Total		0 0	42 3	0 0	42 3

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Salt Lake Data Center Operations	Gerard Russell	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Voice Engineering	Debbie Bauman	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Julie Johnson	None	0 0	2 1	0 0	2 1
			Product Total	0 0	2 1	0 0	2 1
		Assigned to Individual Total		0 0	3 1	0 0	3 1
	Voice Operations	Britany Finlay	None	0 0	2 0	0 0	2 0
			Telephone	0 0	7 0	0 0	7 0
			Product Total	0 0	9 0	0 0	9 0
		Gail Christiansen	None	0 0	4 0	0 0	4 0
			Telephone	0 0	7 0	1 0	8 0
			Product Total	0 0	11 0	1 0	12 0

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Voice Operations	Julie Sabato	Avaya CentreVu Supervisor	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Kelly Johnson	None	0 0	1 0	0 0	1 0
			Telephone	0 0	5 0	0 0	5 0
			Product Total	0 0	6 0	0 0	6 0
		Leon Owen	None	0 0	2 0	0 0	2 0
			Telephone	0 0	1 0	1 0	2 0
			Product Total	0 0	3 0	1 0	4 0
		Romanza Hamblin	None	0 0	6 0	0 0	6 0
			Telephone	0 0	7 1	0 0	7 1
			Product Total	0 0	13 1	0 0	13 1
		Romanza Hamblin Sorensen	Telephone	0 0	7 0	0 0	7 0
			Product Total	0 0	7 0	0 0	7 0
		Assigned to Individual Total		0 0	50 1	2 0	52 1

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Workforce Services

				High	Low	Medium	MIR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	Telephone	10	20	10	40
			Product Total	10	20	10	40
		Mike Johnson	None	00	10	00	10
			Telephone	00	10	00	10
			Product Total	00	20	00	20
		Mitch Hood	Telephone	00	00	10	10
			Product Total	00	00	10	10
		Spencer Blodgett	Telephone	00	20	10	30
			Product Total	00	20	10	30
		T Artis	Telephone	00	20	00	20
			Product Total	00	20	00	20
		Assigned to Individual Total		10	80	30	120
	Customer Company Total			71	1,328 69	70	1,342 70
Customer Company Total				71	1,328 69	70	1,342 70

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Paul Lundell	Novell GroupWise	0 0.00	2 0.31	0 0.00	2 0.31
			Novell GroupWise 32-bit	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	3 0.21	0 0.00	3 0.21
		Tony Larsen	Novell GroupWise	0 0.00	4 1.09	0 0.00	4 1.09
			Product Total	0 0.00	4 1.09	0 0.00	4 1.09
		Assigned to Individual Total		0 0.00	7 0.71	0 0.00	7 0.71
	Application Support - APEX	Bonnie Snider	None	0 0.00	1 0.96	0 0.00	1 0.96
			Product Total	0 0.00	1 0.96	0 0.00	1 0.96
		Assigned to Individual Total		0 0.00	1 0.96	0 0.00	1 0.96
	Application Support - CATS IV	Dawn Harris	None	0 0.00	1 0.14	0 0.00	1 0.14
			Product Total	0 0.00	1 0.14	0 0.00	1 0.14

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - CATS	**Assigned to Individual Total**	0 0.00	1 0.14	0 0.00	1 0.14
	Application Support - Content Manager	Nate Olson — Content Manager	0 0.00	2 0.47	0 0.00	2 0.47
		Product Total	0 0.00	2 0.47	0 0.00	2 0.47
		Randall Ottesen — Content Manager	0 0.00	1 0.56	0 0.00	1 0.56
		None	1 0.45	1 0.27	0 0.00	2 0.36
		Product Total	1 0.45	2 0.42	0 0.00	3 0.43
		Assigned to Individual Total	1 0.45	4 0.45	0 0.00	5 0.45
	Application Support - CUBS	Rick Kowalczik — None	0 0.00	2 0.50	0 0.00	2 0.50
		Product Total	0 0.00	2 0.50	0 0.00	2 0.50
		Assigned to Individual Total	0 0.00	2 0.50	0 0.00	2 0.50
	Application Support - Data Warehouse	Shana Woodall — DWS Web	0 0.00	1 0.19	0 0.00	1 0.19
		Product Total	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	0 0.00	1 0.19
	Application Support - EFIND	Anhkim Le — eFIND/eSHARE	0 0.00	1 0.74	0 0.00	1 0.74

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EFIND	Anhkim Le	None	0 0.00	2 0.81	0 0.00	2 0.81
			Product Total	0 0.00	3 0.79	0 0.00	3 0.79
		Assigned to Individual Total		0 0.00	3 0.79	0 0.00	3 0.79
	Application Support - EREP Data Processing	Brett Palmer	Utah Electronic Resource and	0 0.00	1 1.32	0 0.00	1 1.32
			Product Total	0 0.00	1 1.32	0 0.00	1 1.32
		Assigned to Individual Total		0 0.00	1 1.32	0 0.00	1 1.32
	Application Support - EREP Systems	Brett Palmer	None	0 0.00	1 0.66	0 0.00	1 0.66
			Product Total	0 0.00	1 0.66	0 0.00	1 0.66
		David Moffitt	None	0 0.00	9 0.00	0 0.00	9 0.00
			Utah Electronic Resource and	0 0.00	40 11.77	1 0.00	41 11.48
			Product Total	0 0.00	49 9.61	1 0.00	50 9.41
		None	None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Electronic Resource and	0 0.00	4 0.00	0 0.00	4 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00

Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP	**Assigned to Individual Total**	0 0.00	55 8.57	1 0.00	56 8.42
	Application Support - MyCase	Ilya Oyzerskiy — None	0 0.00	2 0.59	0 0.00	2 0.59
		Product Total	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	0 0.00	2 0.59	0 0.00	2 0.59
	Application Support - Single Signon	Justin Miller — Utah Master Directory	0 0.00	2 0.63	0 0.00	2 0.63
		Product Total	0 0.00	2 0.63	0 0.00	2 0.63
		Lana Larsen — Utah Master Directory	0 0.00	1 0.19	0 0.00	1 0.19
		Product Total	0 0.00	1 0.19	0 0.00	1 0.19
		Lori Newren — Utah Master Directory	0 0.00	3 0.00	0 0.00	3 0.00
		Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.24	0 0.00	6 0.24
	Application Support - Thin Client	Bonnie Snider — None	0 0.00	2 0.15	0 0.00	2 0.15
		Product Total	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Application Support - UI Web	Brett Judd	None	0 0.00	1 0.09	0 0.00	1 0.09
			Product Total	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total		0 0.00	1 0.09	0 0.00	1 0.09
	Application Support - UWORKS	Eric Strong	Utah Works	0 0.00	22 5.10	0 0.00	22 5.10
			Product Total	0 0.00	22 5.10	0 0.00	22 5.10
		Jeff Pryor	None	0 0.00	5 19.37	0 0.00	5 19.37
			Utah Works	0 0.00	33 11.87	0 0.00	33 11.87
			Product Total	0 0.00	38 12.86	0 0.00	38 12.86
		None	Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	61 9.85	0 0.00	61 9.85
	Application Support - Web Dev	Chad Thompson	None	0 0.00	2 0.61	0 0.00	2 0.61
			Product Total	0 0.00	2 0.61	0 0.00	2 0.61
		Dave Clark	None	0 0.00	1 0.85	0 0.00	1 0.85

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	**Product Total**	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total		0 0.00	3 0.69	0 0.00	3 0.69
	Campus Networking	David Sedei	None	1 0.66	10 0.00	0 0.00	11 0.06
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	1 0.66	11 0.00	0 0.00	12 0.06
		Assigned to Individual Total		1 0.66	11 0.00	0 0.00	12 0.06
	Capitol Hosting	Curtis Parker	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Data Center Operations	Tom Paden	Utah Electronic Resource and	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	BlueZone	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	3 0.00	0 0.00	3 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	None	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Master Directory	0 0.00	3 0.23	0 0.00	3 0.23
			Product Total	0 0.00	5 0.14	0 0.00	5 0.14
		James Stearns	None	0 0.00	3 0.03	0 0.00	3 0.03
			Product Total	0 0.00	3 0.03	0 0.00	3 0.03
		Julie VanBeekum	None	0 0.00	4 0.05	0 0.00	4 0.05
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	6 0.03	0 0.00	6 0.03
		Sarah Johnson	None	0 0.00	1 0.77	0 0.00	1 0.77
			Product Total	0 0.00	1 0.77	0 0.00	1 0.77
		Vicky Marrelli	Droid	0 0.00	1 0.00	0 0.00	1 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Vicky Marrelli	Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	5 0.00	0 0.00	5 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	3 0.08	0 0.00	3 0.08
			Product Total	0 0.00	13 0.02	0 0.00	13 0.02
		Assigned to Individual Total		0 0.00	33 0.06	0 0.00	33 0.06
	Metro A Desktop Support	Adam Staks	Contributions Automated Tax	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	11 0.10	0 0.00	11 0.10
			Novell Client for 32-bit Windows	1 0.71	1 0.00	0 0.00	2 0.36
			Novell GroupWise	0 0.00	1 0.06	0 0.00	1 0.06
			VMware Workstation	0 0.00	2 0.00	0 0.00	2 0.00
			ZENworks for Desktops	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	1 0.71	17 0.08	0 0.00	18 0.11

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Burton Brown	None	0 0.00	1 0.04	0 0.00	1 0.04
			Product Total	0 0.00	1 0.04	0 0.00	1 0.04
		Edward Fortner	Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	16 0.14	0 0.00	16 0.14
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	20 0.11	0 0.00	20 0.11
		Kraig Ellis	None	0 0.00	17 0.10	0 0.00	17 0.10
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.45	0 0.00	1 0.45
			VMware Workstation	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	20 0.11	0 0.00	20 0.11
		Mike Beynon	None	0 0.00	4 0.09	0 0.00	4 0.09

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Mike Beynon	Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.07	0 0.00	5 0.07
		Mike Wilde	Adobe Contribute	0 0.00	1 0.70	0 0.00	1 0.70
			Computerized Unemployment	0 0.00	2 0.36	0 0.00	2 0.36
			DWS Web	0 0.00	1 0.04	0 0.00	1 0.04
			Microsoft Access	0 0.00	1 0.44	0 0.00	1 0.44
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	28 0.20	0 0.00	28 0.20
			Novell Client for 32-bit Windows	0 0.00	2 0.15	0 0.00	2 0.15
			Novell GroupWise	0 0.00	1 0.37	0 0.00	1 0.37
			ZENworks for Desktops	0 0.00	1 0.15	0 0.00	1 0.15
			Product Total	0 0.00	38 0.22	0 0.00	38 0.22
		Robert Wall	Contributions Automated Tax	0 0.00	2 0.19	0 0.00	2 0.19
			None	0 0.00	16 0.12	0 0.00	16 0.12

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Robert Wall	Novell Client for 32-bit Windows	0 0.00	2 0.11	0 0.00	2 0.11
			State Payroll System	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	21 0.12	0 0.00	21 0.12
		Tracy VanderVaart	DWS Intranet	0 0.00	1 0.02	0 0.00	1 0.02
			Microsoft Excel	0 0.00	1 0.02	0 0.00	1 0.02
			Microsoft Windows XP	0 0.00	1 0.04	0 0.00	1 0.04
			None	0 0.00	30 0.19	0 0.00	30 0.19
			Utah Works	0 0.00	2 0.78	0 0.00	2 0.78
			Product Total	0 0.00	35 0.21	0 0.00	35 0.21
		Assigned to Individual Total		1 0.71	157 0.16	0 0.00	158 0.16
	Metro A Help Desk	Cindy Schroeder	Active Directory	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Flash	0 0.00	1 0.00	0 0.00	1 0.00
			BlueZone	0 0.00	1 0.00	0 0.00	1 0.00
			Cisco AnyConnect VPN	0 0.00	2 0.00	0 0.00	2 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	Citrix ICA Client	0 0.00	1 0.00	0 0.00	1 0.00
			Computerized Unemployment	0 0.00	1 0.00	0 0.00	1 0.00
			Content Manager	0 0.00	6 0.00	0 0.00	6 0.00
			DWS Capture	0 0.00	1 0.00	0 0.00	1 0.00
			DWS Intranet	0 0.00	2 0.09	0 0.00	2 0.09
			eFIND/eSHARE	0 0.00	4 0.00	0 0.00	4 0.00
			Employee Gateway	0 0.00	1 0.00	0 0.00	1 0.00
			Internet Explorer	0 0.00	3 0.05	0 0.00	3 0.05
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Word	0 0.00	2 0.05	0 0.00	2 0.05
			None	0 0.00	53 0.05	0 0.00	53 0.05
			Novell Client for 32-bit Windows	0 0.00	36 0.01	0 0.00	36 0.01
			Novell GroupWise	0 0.00	24 0.01	0 0.00	24 0.01
			Novell Messenger	0 0.00	6 0.01	0 0.00	6 0.01

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	PGP	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll System	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	5 0.03	0 0.00	5 0.03
			Utah Electronic Resource and	0 0.00	2 0.23	0 0.00	2 0.23
			Utah Works	0 0.00	2 0.72	0 0.00	2 0.72
			ZENworks for Desktops	0 0.00	5 0.00	0 0.00	5 0.00
			Product Total	0 0.00	163 0.03	0 0.00	163 0.03
		Ed Conrad	Acrobat Reader	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Reader	0 0.00	1 0.00	0 0.00	1 0.00
			Avaya IP Softphone	0 0.00	1 0.00	0 0.00	1 0.00
			Citrix ICA Client	0 0.00	1 0.00	0 0.00	1 0.00
			Content Manager	0 0.00	3 0.00	0 0.00	3 0.00
			DWS Web	0 0.00	8 0.00	0 0.00	8 0.00
			eFIND/eSHARE	0 0.00	4 0.00	0 0.00	4 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Ed Conrad	Internet Explorer	0 0.00	3 0.00	0 0.00	3 0.00
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Windows XP	0 0.00	5 0.00	0 0.00	5 0.00
			None	0 0.00	10 0.00	0 0.00	10 0.00
			Novell Client for 32-bit Windows	0 0.00	33 0.00	0 0.00	33 0.00
			Novell GroupWise	0 0.00	4 0.00	0 0.00	4 0.00
			Novell GroupWise 32-bit	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Messenger	0 0.00	3 0.00	0 0.00	3 0.00
			PGP	0 0.00	2 0.00	0 0.00	2 0.00
			State Payroll Time Entry	0 0.00	3 0.00	0 0.00	3 0.00
			Utah Electronic Resource and	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	5 0.00	0 0.00	5 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Ed Conrad	**Product Total**	0 0.00	94 0.00	0 0.00	94 0.00
		Liz Evans	Active Directory	0 0.00	2 0.00	0 0.00	2 0.00
			Avaya IP Softphone	0 0.00	1 0.17	0 0.00	1 0.17
			Internet Explorer	0 0.00	2 0.04	0 0.00	2 0.04
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	108 0.01	0 0.00	108 0.01
			Novell Client for 32-bit Windows	0 0.00	26 0.01	0 0.00	26 0.01
			Novell GroupWise	0 0.00	14 0.01	0 0.00	14 0.01
			Utah Electronic Resource and	0 0.00	5 0.00	0 0.00	5 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	5 0.18	0 0.00	5 0.18
			Product Total	0 0.00	165 0.01	0 0.00	165 0.01
		Assigned to Individual Total		0 0.00	422 0.02	0 0.00	422 0.02
	Metro A Hosting	Chris Kunde	None	0 0.00	1 0.00	0 0.00	1 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro A Hosting	Chris Kunde	**Product Total**	0 0.00	1 0.00	0 0.00	1 0.00
		Keith Scholl	None	0 0.00	2 0.01	0 0.00	2 0.01
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		None	None	0 0.00	3 0.00	0 0.00	3 0.00
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00
		Thomas P Jones	Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Tom Carney	None	0 0.00	2 0.24	0 0.00	2 0.24
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	7 0.08	0 0.00	7 0.08
			Product Total	0 0.00	10 0.10	0 0.00	10 0.10
		Assigned to Individual Total		0 0.00	19 0.05	0 0.00	19 0.05

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	None	0 0.00	3 0.02	0 0.00	3 0.02
			ZENworks for Desktops	0 0.00	1 0.05	0 0.00	1 0.05
			Product Total	0 0.00	4 0.03	0 0.00	4 0.03
		Cindy Reed	None	0 0.00	1 0.00	0 0.00	1 0.00
			ZENworks for Desktops	0 0.00	2 0.06	0 0.00	2 0.06
			Product Total	0 0.00	3 0.04	0 0.00	3 0.04
		Ken Bolkcom	Content Manager	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	5 0.05	0 0.00	5 0.05
			State Payroll Time Entry	0 0.00	1 1.31	0 0.00	1 1.31
			Product Total	0 0.00	7 0.22	0 0.00	7 0.22
		Sean Chadbourne	None	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	2 0.00	0 0.00	2 0.00
		Tyler Pearce	Content Manager	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	1 0.14	0 0.00	1 0.14

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Tyler Pearce	**Product Total**	0 0.00	2 0.07	0 0.00	2 0.07
		Wayne Higgs	Microsoft Office Professional 2010	0 0.00	3 0.01	0 0.00	3 0.01
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	11 0.12	0 0.00	11 0.12
			Product Total	0 0.00	15 0.09	0 0.00	15 0.09
		Assigned to Individual Total		0 0.00	33 0.10	0 0.00	33 0.10
	Metro B Help Desk	Ed Conrad	None	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Gary Graham	None	0 0.00	4 0.00	0 0.00	4 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00
		Janet Hongsyvilay	None	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	DB2 Query Management	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	2 0.00	0 0.00	2 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Metro B Help Desk	Val Shepherd	Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total		0 0.00	12 0.00	0 0.00	12 0.00
	Metro C Help Desk	Reed Stohel	BlueZone	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	8 0.00	0 0.00	8 0.00
			Product Total	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total		0 0.00	9 0.00	0 0.00	9 0.00
	Metro D Help Desk	Doug Brown	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brant Davis	None	1 1.69	2 1.25	0 0.00	3 1.40
			Product Total	1 1.69	2 1.25	0 0.00	3 1.40
		Brian Chatwin	None	0 0.00	2 0.00	1 0.50	3 0.17
			Product Total	0 0.00	2 0.00	1 0.50	3 0.17
		Dave Bodily	None	0 0.00	4 0.03	0 0.00	4 0.03

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Dave Bodily	Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.03	0 0.00	5 0.03
		Kelli Okumura	Cisco AnyConnect VPN	0 0.00	1 0.13	0 0.00	1 0.13
			Product Total	0 0.00	1 0.13	0 0.00	1 0.13
		Robert Ryan	Cisco AnyConnect VPN	0 0.00	1 0.13	0 0.00	1 0.13
			None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total		1 1.69	12 0.24	1 0.50	14 0.36
	Operations Production Control	Cal Brinton	Content Manager	0 0.00	2 0.03	0 0.00	2 0.03
			None	0 0.00	9 0.00	0 0.00	9 0.00
			Product Total	0 0.00	11 0.00	0 0.00	11 0.00
		Christie Burnham	None	2 0.00	101 0.00	0 0.00	103 0.00
			Product Total	2 0.00	101 0.00	0 0.00	103 0.00
		Duane Hardy	None	0 0.00	15 0.04	0 0.00	15 0.04

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Duane Hardy	**Product Total**	0 0.00	15 0.04	0 0.00	15 0.04
		Assigned to Individual Total		2 0.00	127 0.01	0 0.00	129 0.01
	Rural Central Desktop Support	Jay Barfuss	Microsoft Office Professional 2010	0 0.00	3 0.26	0 0.00	3 0.26
			None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Electronic Resource and	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Works	0 0.00	1 0.48	0 0.00	1 0.48
			Product Total	0 0.00	6 0.21	0 0.00	6 0.21
		Jeremy Standifird	Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	14 0.06	0 0.00	14 0.06
			Novell Client for 32-bit Windows	0 0.00	1 0.78	0 0.00	1 0.78
			Product Total	0 0.00	17 0.10	0 0.00	17 0.10
		Jessica Purcell	None	0 0.00	17 0.00	0 0.00	17 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Jessica Purcell	**Product Total**	0 0.00	18 0.00	0 0.00	18 0.00
		Paul Petersen	Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	7 0.10	0 0.00	7 0.10
			Product Total	0 0.00	10 0.07	0 0.00	10 0.07
		Rod Montoya	Content Manager	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office 2003 Professional	0 0.00	2 0.00	0 0.00	2 0.00
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	6 0.00	0 0.00	6 0.00
			Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	16 0.00	0 0.00	16 0.00
			Novell ConsoleOne	0 0.00	6 0.00	0 0.00	6 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Rod Montoya	Novell iPrint	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Electronic Resource and	0 0.00	3 0.00	0 0.00	3 0.00
			Utah Master Directory	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	42 0.00	0 0.00	42 0.00
		Ron LeBaron	Microsoft Word	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	7 0.00	0 0.00	7 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.39	0 0.00	1 0.39
			Product Total	0 0.00	9 0.05	0 0.00	9 0.05
		Todd Hardy	None	0 0.00	7 0.00	0 0.00	7 0.00
			Product Total	0 0.00	7 0.00	0 0.00	7 0.00
		Troy Morris	Microsoft Office XP Professional	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	2 0.00	0 0.00	2 0.00

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	**Assigned to Individual Total**		0 0.00	111 0.04	0 0.00	111 0.04
	Rural North Desktop Support	Don Higgs	Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	3 0.05	0 0.00	3 0.05
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	11 0.11	0 0.00	11 0.11
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell eDirectory	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	20 0.07	0 0.00	20 0.07
		Kim Ratushniak	Content Manager	0 0.00	2 0.03	0 0.00	2 0.03
			Microsoft Office	0 0.00	2 0.26	0 0.00	2 0.26
			None	0 0.00	13 0.00	0 0.00	13 0.00
			Novell GroupWise	0 0.00	3 0.05	0 0.00	3 0.05
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	**Product Total**	0 0.00	21 0.04	0 0.00	21 0.04
		Neil Smedley	Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	20 0.04	0 0.00	20 0.04
			Novell Client for 32-bit Windows	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	24 0.03	0 0.00	24 0.03
		Ruston McKay	Microsoft Office Professional 2010	0 0.00	2 0.00	0 0.00	2 0.00
			None	0 0.00	36 0.20	0 0.00	36 0.20
			Novell Client for 32-bit Windows	0 0.00	6 0.00	0 0.00	6 0.00
			Product Total	0 0.00	44 0.16	0 0.00	44 0.16
		Ryan Casey	None	0 0.00	3 0.27	0 0.00	3 0.27
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	4 0.21	0 0.00	4 0.21
		Steven Haderlie	Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	11 0.20	0 0.00	11 0.20

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Steven Haderlie	**Product Total**	0 0.00	12 0.18	0 0.00	12 0.18
		Assigned to Individual Total		0 0.00	125 0.11	0 0.00	125 0.11
	Rural South Desktop Support	Doug Chaston	Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Doug Thornton	None	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	None	0 0.00	2 0.00	0 0.00	2 0.00
			ZENworks for Desktops	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Julie Christensen	None	0 0.00	1 0.05	0 0.00	1 0.05
			Product Total	0 0.00	1 0.05	0 0.00	1 0.05

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Lance Nay	None	0 0.00	11 0.06	0 0.00	11 0.06
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	12 0.06	0 0.00	12 0.06
		Lane Adams	None	0 0.00	6 0.50	0 0.00	6 0.50
			Product Total	0 0.00	6 0.50	0 0.00	6 0.50
		Meladye Shively	Adobe Acrobat	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Flash	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	1 1.93	0 0.00	1 1.93
			PGP	0 0.00	1 0.07	0 0.00	1 0.07
			Product Total	0 0.00	4 0.50	0 0.00	4 0.50
		Scott Jesienouski	None	0 0.00	5 0.14	0 0.00	5 0.14
			Utah Electronic Resource and	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	6 0.12	0 0.00	6 0.12
		Assigned to Individual Total		0 0.00	42 0.15	0 0.00	42 0.15

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Salt Lake Data Center Operations	Gerard Russell	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Voice Engineering	Debbie Bauman	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Julie Johnson	None	0 0.00	2 1.09	0 0.00	2 1.09
			Product Total	0 0.00	2 1.09	0 0.00	2 1.09
		Assigned to Individual Total		0 0.00	3 0.72	0 0.00	3 0.72
	Voice Operations	Britany Finlay	None	0 0.00	2 0.19	0 0.00	2 0.19
			Telephone	0 0.00	7 0.29	0 0.00	7 0.29
			Product Total	0 0.00	9 0.27	0 0.00	9 0.27
		Gail Christiansen	None	0 0.00	4 0.24	0 0.00	4 0.24
			Telephone	0 0.00	7 0.31	1 0.16	8 0.29
			Product Total	0 0.00	11 0.28	1 0.16	12 0.27

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Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Voice Operations	Julie Sabato	Avaya CentreVu Supervisor	0 0.00	1 0.65	0 0.00	1 0.65
			Product Total	0 0.00	1 0.65	0 0.00	1 0.65
		Kelly Johnson	None	0 0.00	1 0.06	0 0.00	1 0.06
			Telephone	0 0.00	5 0.17	0 0.00	5 0.17
			Product Total	0 0.00	6 0.15	0 0.00	6 0.15
		Leon Owen	None	0 0.00	2 0.34	0 0.00	2 0.34
			Telephone	0 0.00	1 0.25	1 0.23	2 0.24
			Product Total	0 0.00	3 0.31	1 0.23	4 0.29
		Romanza Hamblin	None	0 0.00	6 0.12	0 0.00	6 0.12
			Telephone	0 0.00	7 0.51	0 0.00	7 0.51
			Product Total	0 0.00	13 0.33	0 0.00	13 0.33
		Romanza Hamblin Sorenson	Telephone	0 0.00	7 0.32	0 0.00	7 0.32
			Product Total	0 0.00	7 0.32	0 0.00	7 0.32
		Assigned to Individual Total		0 0.00	50 0.29	2 0.20	52 0.29

Workforce Services

				High	Low	Medium	ATTIR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	Telephone	1 0.17	2 0.30	1 0.13	4 0.22
			Product Total	1 0.17	2 0.30	1 0.13	4 0.22
		Mike Johnson	None	0 0.00	1 0.23	0 0.00	1 0.23
			Telephone	0 0.00	1 0.33	0 0.00	1 0.33
			Product Total	0 0.00	2 0.28	0 0.00	2 0.28
		Mitch Hood	Telephone	0 0.00	0 0.00	1 0.10	1 0.10
			Product Total	0 0.00	0 0.00	1 0.10	1 0.10
		Spencer Blodgett	Telephone	0 0.00	2 0.13	1 0.95	3 0.41
			Product Total	0 0.00	2 0.13	1 0.95	3 0.41
		T Artis	Telephone	0 0.00	2 0.49	0 0.00	2 0.49
			Product Total	0 0.00	2 0.49	0 0.00	2 0.49
		Assigned to Individual Total		1 0.17	8 0.30	3 0.40	12 0.31
	Assigned Group Total			7 0.53	1,328 0.88	7 0.30	1,342 0.88
Customer Company Total				7 0.53	1,328 0.88	7 0.30	1,342 0.88

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	High	Low	Medium	MR Total
Workforce Services	Application Services	Paul Lundell	Novell GroupWise	0 0	2 1	0 0	2 1
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Product Total	0 0	3 1	0 0	3 1
		Tony Larsen	Novell GroupWise	0 0	4 0	0 0	4 0
			Product Total	0 0	4 0	0 0	4 0
		Assigned to Individual Total		0 0	7 1	0 0	7 1
	Application Support - APEX	Bonnie Snider	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - CATS IV	Dawn Harris	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - CATS	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - Content Manager	Nate Olson — Content Manager	0 0	2 0	0 0	2 0
		Product Total	0 0	2 0	0 0	2 0
		Randall Ottesen — Content Manager	0 0	1 0	0 0	1 0
		None	1 0	1 0	0 0	2 0
		Product Total	1 0	2 0	0 0	3 0
		Assigned to Individual Total	1 0	4 0	0 0	5 0
	Application Support - CUBS	Rick Kowalczik — None	0 0	2 0	0 0	2 0
		Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Data Warehouse	Shana Woodall — DWS Web	0 0	1 0	0 0	1 0
		Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le — eFIND/eSHARE	0 0	1 0	0 0	1 0

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				High	Low	Medium	MR Total
Workforce Services	Application Support - EFIND	Anhkim Le	None	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Application Support - EREP Data Processing	Brett Palmer	Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - EREP Systems	Brett Palmer	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		David Moffitt	None	0 0	9 1	0 0	9 1
			Utah Electronic Resource and	0 0	40 4	1 0	41 4
			Product Total	0 0	49 5	1 0	50 5
		None	None	0 0	1 0	0 0	1 0
			Utah Electronic Resource and	0 0	4 0	0 0	4 0
			Product Total	0 0	5 0	0 0	5 0

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			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP	**Assigned to Individual Total**	0 0	55 5	1 0	56 5
	Application Support - MyCase	Ilya Oyzerskiy	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Single Signon	Justin Miller	Utah Master Directory	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Lana Larsen	Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Lori Newren	Utah Master Directory	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Application Support - Thin Client	Bonnie Snider	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Application Support - UI Web	Brett Judd	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	Utah Works	0 0	22 3	0 0	22 3
			Product Total	0 0	22 3	0 0	22 3
		Jeff Pryor	None	0 0	5 2	0 0	5 2
			Utah Works	0 0	33 22	0 0	33 22
			Product Total	0 0	38 24	0 0	38 24
		None	Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	61 27	0 0	61 27
	Application Support - Web Dev	Chad Thompson	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Dave Clark	None	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Application Support - Web Dev	Dave Clark	Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	3 0	0 0	3 0
	Campus Networking	David Sedei	None	1 0	10 0	0 0	11 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	1 0	11 0	0 0	12 0
		Assigned to Individual Total		1 0	11 0	0 0	12 0
	Capitol Hosting	Curtis Parker	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total		0 0	1 1	0 0	1 1
	Data Center Operations	Tom Paden	Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	BlueZone	0 0	1 0	0 0	1 0
			None	0 0	3 0	0 0	3 0

Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Eileen Dubach	None	0 0	2 0	0 0	2 0
			Utah Master Directory	0 0	3 0	0 0	3 0
			Product Total	0 0	5 0	0 0	5 0
		James Stearns	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Julie VanBeekum	None	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Sarah Johnson	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Vicky Marrelli	Droid	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Help Desk	Vicky Marrelli	Internet Explorer	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	3 0	0 0	3 0
			Product Total	0 0	13 0	0 0	13 0
		Assigned to Individual Total		0 0	33 0	0 0	33 0
	Metro A Desktop Support	Adam Staks	Contributions Automated Tax	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Novell Client for 32-bit Windows	1 0	1 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	1 0	17 0	0 0	18 0

Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Burton Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Edward Fortner	Internet Explorer	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	16 0	0 0	16 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	20 0	0 0	20 0
		Kraig Ellis	None	0 0	17 0	0 0	17 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			VMware Workstation	0 0	1 0	0 0	1 0
			Product Total	0 0	20 0	0 0	20 0
		Mike Beynon	None	0 0	4 0	0 0	4 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Mike Beynon	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Mike Wilde	Adobe Contribute	0 0	1 0	0 0	1 0
			Computerized Unemployment	0 0	2 0	0 0	2 0
			DWS Web	0 0	1 0	0 0	1 0
			Microsoft Access	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	28 0	0 0	28 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	38 0	0 0	38 0
		Robert Wall	Contributions Automated Tax	0 0	2 0	0 0	2 0
			None	0 0	16 0	0 0	16 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Robert Wall	Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			State Payroll System	0 0	1 0	0 0	1 0
			Product Total	0 0	21 0	0 0	21 0
		Tracy VanderVaart	DWS Intranet	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	30 1	0 0	30 1
			Utah Works	0 0	2 0	0 0	2 0
			Product Total	0 0	35 1	0 0	35 1
		Assigned to Individual Total		1 0	157 1	0 0	158 1
	Metro A Help Desk	Cindy Schroeder	Active Directory	0 0	2 0	0 0	2 0
			Adobe Flash	0 0	1 0	0 0	1 0
			BlueZone	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	2 0	0 0	2 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	Citrix ICA Client	0 0	1 0	0 0	1 0
			Computerized Unemployment	0 0	1 0	0 0	1 0
			Content Manager	0 0	6 0	0 0	6 0
			DWS Capture	0 0	1 0	0 0	1 0
			DWS Intranet	0 0	2 0	0 0	2 0
			eFIND/eSHARE	0 0	4 0	0 0	4 0
			Employee Gateway	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	2 0	0 0	2 0
			None	0 0	53 0	0 0	53 0
			Novell Client for 32-bit Windows	0 0	36 0	0 0	36 0
			Novell GroupWise	0 0	24 0	0 0	24 0
			Novell Messenger	0 0	6 0	0 0	6 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	PGP	0 0	1 0	0 0	1 0
			State Payroll System	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	5 0	0 0	5 0
			Utah Electronic Resource and	0 0	2 0	0 0	2 0
			Utah Works	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0
			Product Total	0 0	163 0	0 0	163 0
		Ed Conrad	Acrobat Reader	0 0	1 0	0 0	1 0
			Adobe Reader	0 0	1 0	0 0	1 0
			Avaya IP Softphone	0 0	1 0	0 0	1 0
			Citrix ICA Client	0 0	1 0	0 0	1 0
			Content Manager	0 0	3 0	0 0	3 0
			DWS Web	0 0	8 0	0 0	8 0
			eFIND/eSHARE	0 0	4 0	0 0	4 0

Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Ed Conrad	Internet Explorer	0 0	3 0	0 0	3 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	2 0	0 0	2 0
			Microsoft Windows XP	0 0	5 0	0 0	5 0
			None	0 0	10 0	0 0	10 0
			Novell Client for 32-bit Windows	0 0	33 0	0 0	33 0
			Novell GroupWise	0 0	4 0	0 0	4 0
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Novell Messenger	0 0	3 0	0 0	3 0
			PGP	0 0	2 0	0 0	2 0
			State Payroll Time Entry	0 0	3 0	0 0	3 0
			Utah Electronic Resource and	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Ed Conrad	**Product Total**	0 0	94 0	0 0	94 0
		Liz Evans	Active Directory	0 0	2 0	0 0	2 0
			Avaya IP Softphone	0 0	1 0	0 0	1 0
			Internet Explorer	0 0	2 0	0 0	2 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	108 0	0 0	108 0
			Novell Client for 32-bit Windows	0 0	26 0	0 0	26 0
			Novell GroupWise	0 0	14 0	0 0	14 0
			Utah Electronic Resource and	0 0	5 0	0 0	5 0
			Utah Works	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	5 0	0 0	5 0
			Product Total	0 0	165 0	0 0	165 0
		Assigned to Individual Total		0 0	422 0	0 0	422 0
	Metro A Hosting	Chris Kunde	None	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro A Hosting	Chris Kunde	**Product Total**	0 0	1 0	0 0	1 0
		Keith Scholl	None	0 0	2 0	0 0	2 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	3 0	0 0	3 0
		None	None	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Thomas P Jones	Microsoft Word	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Tom Carney	None	0 0	2 0	0 0	2 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	7 0	0 0	7 0
			Product Total	0 0	10 0	0 0	10 0
		Assigned to Individual Total		0 0	19 0	0 0	19 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	None	0 0	3 0	0 0	3 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Cindy Reed	None	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Ken Bolkcom	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	7 0	0 0	7 0
		Sean Chadbourne	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Tyler Pearce	Content Manager	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Tyler Pearce	**Product Total**	0 0	2 0	0 0	2 0
		Wayne Higgs	Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Product Total	0 0	15 0	0 0	15 0
		Assigned to Individual Total		0 0	33 0	0 0	33 0
	Metro B Help Desk	Ed Conrad	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Gary Graham	None	0 0	4 0	0 0	4 0
			Product Total	0 0	4 0	0 0	4 0
		Janet Hongsyvilay	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Val Shepherd	DB2 Query Management	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Metro B Help Desk	Val Shepherd	Product Total	0 0	3 0	0 0	3 0
		Assigned to Individual Total		0 0	12 0	0 0	12 0
	Metro C Help Desk	Reed Stohel	BlueZone	0 0	1 0	0 0	1 0
			None	0 0	8 0	0 0	8 0
			Product Total	0 0	9 0	0 0	9 0
		Assigned to Individual Total		0 0	9 0	0 0	9 0
	Metro D Help Desk	Doug Brown	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	None	1 0	2 0	0 0	3 0
			Product Total	1 0	2 0	0 0	3 0
		Brian Chatwin	None	0 0	2 0	1 0	3 0
			Product Total	0 0	2 0	1 0	3 0
		Dave Bodily	None	0 0	4 0	0 0	4 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Network Operations	Dave Bodily	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Kelli Okumura	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Robert Ryan	Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		1 0	12 0	1 0	14 0
	Operations Production Control	Cal Brinton	Content Manager	0 0	2 0	0 0	2 0
			None	0 0	9 0	0 0	9 0
			Product Total	0 0	11 0	0 0	11 0
		Christie Burnham	None	2 0	101 0	0 0	103 0
			Product Total	2 0	101 0	0 0	103 0
		Duane Hardy	None	0 0	15 0	0 0	15 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Duane Hardy	**Product Total**	0 0	15 0	0 0	15 0
		Assigned to Individual Total		2 0	127 0	0 0	129 0
	Rural Central Desktop Support	Jay Barfuss	Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			None	0 0	1 0	0 0	1 0
			Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Jeremy Standifird	Microsoft Windows XP	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	14 1	0 0	14 1
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	17 1	0 0	17 1
		Jessica Purcell	None	0 0	17 0	0 0	17 0
			Novell GroupWise	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Jessica Purcell	**Product Total**	0 0	18 0	0 0	18 0
		Paul Petersen	Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	7 1	0 0	7 1
			Product Total	0 0	10 1	0 0	10 1
		Rod Montoya	Content Manager	0 0	1 0	0 0	1 0
			Microsoft Office 2003 Professional	0 0	2 0	0 0	2 0
			Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	6 0	0 0	6 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	16 0	0 0	16 0
			Novell ConsoleOne	0 0	6 0	0 0	6 0
			Novell GroupWise	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Rod Montoya	Novell iPrint	0 0	2 0	0 0	2 0
			Utah Electronic Resource and	0 0	3 0	0 0	3 0
			Utah Master Directory	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	42 0	0 0	42 0
		Ron LeBaron	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	9 0	0 0	9 0
		Todd Hardy	None	0 0	7 0	0 0	7 0
			Product Total	0 0	7 0	0 0	7 0
		Troy Morris	Microsoft Office XP Professional	0 0	1 0	0 0	1 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0

Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	**Assigned to Individual Total**		0 0	111 2	0 0	111 2
	Rural North Desktop Support	Don Higgs	Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	20 0	0 0	20 0
		Kim Ratushniak	Content Manager	0 0	2 0	0 0	2 0
			Microsoft Office	0 0	2 0	0 0	2 0
			None	0 0	13 0	0 0	13 0
			Novell GroupWise	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	**Product Total**	0 0	21 0	0 0	21 0
		Neil Smedley	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	20 0	0 0	20 0
			Novell Client for 32-bit Windows	0 0	3 0	0 0	3 0
			Product Total	0 0	24 0	0 0	24 0
		Ruston McKay	Microsoft Office Professional 2010	0 0	2 0	0 0	2 0
			None	0 0	36 1	0 0	36 1
			Novell Client for 32-bit Windows	0 0	6 0	0 0	6 0
			Product Total	0 0	44 1	0 0	44 1
		Ryan Casey	None	0 0	3 0	0 0	3 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Steven Haderlie	Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	11 0	0 0	11 0

Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Steven Haderlie	Product Total	0 0	12 0	0 0	12 0
		Assigned to Individual Total		0 0	125 1	0 0	125 1
	Rural South Desktop Support	Doug Chaston	Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Windows XP	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0
			Utah Works	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Doug Thornton	None	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Joel Finlinson	None	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	3 0	0 0	3 0
			Product Total	0 0	5 0	0 0	5 0
		Julie Christensen	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Lance Nay	None	0 0	11 0	0 0	11 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	12 0	0 0	12 0
		Lane Adams	None	0 0	6 0	0 0	6 0
			Product Total	0 0	6 0	0 0	6 0
		Meladye Shively	Adobe Acrobat	0 0	1 0	0 0	1 0
			Adobe Flash	0 0	1 0	0 0	1 0
			None	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			Product Total	0 0	4 0	0 0	4 0
		Scott Jesienouski	None	0 0	5 0	0 0	5 0
			Utah Electronic Resource and	0 0	1 0	0 0	1 0
			Product Total	0 0	6 0	0 0	6 0
		Assigned to Individual Total		0 0	42 0	0 0	42 0

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Salt Lake Data Center Operations	Gerard Russell	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Voice Engineering	Debbie Bauman	None	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Julie Johnson	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	3 1	0 0	3 1
	Voice Operations	Britany Finlay	None	0 0	2 0	0 0	2 0
			Telephone	0 0	7 0	0 0	7 0
			Product Total	0 0	9 0	0 0	9 0
		Gail Christiansen	None	0 0	4 0	0 0	4 0
			Telephone	0 0	7 1	1 1	8 2
			Product Total	0 0	11 1	1 1	12 2

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Voice Operations	Julie Sabato	Avaya CentreVu Supervisor	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Kelly Johnson	None	0 0	1 0	0 0	1 0
			Telephone	0 0	5 0	0 0	5 0
			Product Total	0 0	6 0	0 0	6 0
		Leon Owen	None	0 0	2 0	0 0	2 0
			Telephone	0 0	1 0	1 0	2 0
			Product Total	0 0	3 0	1 0	4 0
		Romanza Hamblin	None	0 0	6 0	0 0	6 0
			Telephone	0 0	7 0	0 0	7 0
			Product Total	0 0	13 0	0 0	13 0
		Romanza Hamblin Sorensen	Telephone	0 0	7 0	0 0	7 0
			Product Total	0 0	7 0	0 0	7 0
		Assigned to Individual Total		0 0	50 1	2 1	52 2

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Workforce Services

				High	Low	Medium	MR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	Telephone	10	20	10	40
			Product Total	10	20	10	40
		Mike Johnson	None	00	10	00	10
			Telephone	00	10	00	10
			Product Total	00	20	00	20
		Mitch Hood	Telephone	00	00	10	10
			Product Total	00	00	10	10
		Spencer Blodgett	Telephone	00	20	10	30
			Product Total	00	20	10	30
		T Artis	Telephone	00	20	00	20
			Product Total	00	20	00	20
		Assigned to Individual Total		10	80	30	120
	Assigned Group Total			70	1,328 40	71	1,342 41
Customer Company Total				70	1,328 40	71	1,342 41

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours			
				High	Low	Medium	ATTR Total
Workforce Services	Application Services	Paul Lundell	Novell GroupWise	0 0.00	2 4.01	0 0.00	2 4.01
			Novell GroupWise 32-bit	0 0.00	1 5.72	0 0.00	1 5.72
			Product Total	0 0.00	3 4.58	0 0.00	3 4.58
		Tony Larsen	Novell GroupWise	0 0.00	4 3.57	0 0.00	4 3.57
			Product Total	0 0.00	4 3.57	0 0.00	4 3.57
		Assigned to Individual Total		0 0.00	7 4.01	0 0.00	7 4.01
	Application Support - APEX	Bonnie Snider	None	0 0.00	1 1.23	0 0.00	1 1.23
			Product Total	0 0.00	1 1.23	0 0.00	1 1.23
		Assigned to Individual Total		0 0.00	1 1.23	0 0.00	1 1.23
	Application Support - CATS IV	Dawn Harris	None	0 0.00	1 0.14	0 0.00	1 0.14
			Product Total	0 0.00	1 0.14	0 0.00	1 0.14

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - CATS	**Assigned to Individual Total**	0 0.00	1 0.14	0 0.00	1 0.14
	Application Support - Content Manager	Nate Olson	Content Manager	0 0.00	2 0.57	0 0.00	2 0.57
			Product Total	0 0.00	2 0.57	0 0.00	2 0.57
		Randall Ottesen	Content Manager	0 0.00	1 0.56	0 0.00	1 0.56
			None	1 0.45	1 0.27	0 0.00	2 0.36
			Product Total	1 0.45	2 0.42	0 0.00	3 0.43
		Assigned to Individual Total	1 0.45	4 0.49	0 0.00	5 0.48
	Application Support - CUBS	Rick Kowalczik	None	0 0.00	2 0.50	0 0.00	2 0.50
			Product Total	0 0.00	2 0.50	0 0.00	2 0.50
		Assigned to Individual Total	0 0.00	2 0.50	0 0.00	2 0.50
	Application Support - Data Warehouse	Shana Woodall	DWS Web	0 0.00	1 0.69	0 0.00	1 0.69
			Product Total	0 0.00	1 0.69	0 0.00	1 0.69
		Assigned to Individual Total	0 0.00	1 0.69	0 0.00	1 0.69
	Application Support - EFIND	Anhkim Le	eFIND/eSHARE	0 0.00	1 0.74	0 0.00	1 0.74

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Application Support - EFIND	Anhkim Le	None	0 0.00	2 0.93	0 0.00	2 0.93
			Product Total	0 0.00	3 0.86	0 0.00	3 0.86
		Assigned to Individual Total		0 0.00	3 0.86	0 0.00	3 0.86
	Application Support - EREP Data Processing	Brett Palmer	Utah Electronic Resource and	0 0.00	1 1.32	0 0.00	1 1.32
			Product Total	0 0.00	1 1.32	0 0.00	1 1.32
		Assigned to Individual Total		0 0.00	1 1.32	0 0.00	1 1.32
	Application Support - EREP Systems	Brett Palmer	None	0 0.00	1 0.66	0 0.00	1 0.66
			Product Total	0 0.00	1 0.66	0 0.00	1 0.66
		David Moffitt	None	0 0.00	9 6.14	0 0.00	9 6.14
			Utah Electronic Resource and	0 0.00	40 68.28	1 0.20	41 59.77
			Product Total	0 0.00	49 60.52	1 0.20	50 53.81
		None	None	0 0.00	1	0 0.00	1
			Utah Electronic Resource and	0 0.00	4	0 0.00	4
			Product Total	0 0.00	5	0 0.00	5

Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP	**Assigned to Individual Total**	0 0.00	55 53.86	1 0.20	56 48.50
	Application Support - MyCase	Ilya Oyzerskiy	None	0 0.00	2 0.59	0 0.00	2 0.59
			Product Total	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	0 0.00	2 0.59	0 0.00	2 0.59
	Application Support - Single Signon	Justin Miller	Utah Master Directory	0 0.00	2 1.05	0 0.00	2 1.05
			Product Total	0 0.00	2 1.05	0 0.00	2 1.05
		Lana Larsen	Utah Master Directory	0 0.00	1 0.75	0 0.00	1 0.75
			Product Total	0 0.00	1 0.75	0 0.00	1 0.75
		Lori Newren	Utah Master Directory	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	6 0.47	0 0.00	6 0.47
	Application Support - Thin Client	Bonnie Snider	None	0 0.00	2 1.08	0 0.00	2 1.08
			Product Total	0 0.00	2 1.08	0 0.00	2 1.08
		Assigned to Individual Total	0 0.00	2 1.08	0 0.00	2 1.08

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Application Support - UI Web	Brett Judd	None	0 0.00	1 1.67	0 0.00	1 1.67
			Product Total	0 0.00	1 1.67	0 0.00	1 1.67
		Assigned to Individual Total		0 0.00	1 1.67	0 0.00	1 1.67
	Application Support - UWORKS	Eric Strong	Utah Works	0 0.00	22 5.10	0 0.00	22 5.10
			Product Total	0 0.00	22 5.10	0 0.00	22 5.10
		Jeff Pryor	None	0 0.00	5 19.38	0 0.00	5 19.38
			Utah Works	0 0.00	33 24.67	0 0.00	33 24.67
			Product Total	0 0.00	38 23.98	0 0.00	38 23.98
		None	Utah Works	0 0.00	1	0 0.00	1
			Product Total	0 0.00	1	0 0.00	1
		Assigned to Individual Total		0 0.00	61 17.05	0 0.00	61 17.05
	Application Support - Web Dev	Chad Thompson	None	0 0.00	2 1.01	0 0.00	2 1.01
			Product Total	0 0.00	2 1.01	0 0.00	2 1.01
		Dave Clark	None	0 0.00	1 1.72	0 0.00	1 1.72

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Application Support - Web Dev	Dave Clark	Product Total	0 0.00	1 1.72	0 0.00	1 1.72
			Assigned to Individual Total	0 0.00	3 1.24	0 0.00	3 1.24
	Campus Networking	David Sedei	None	1 0.89	10 2.15	0 0.00	11 1.52
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	1 0.89	11 1.07	0 0.00	12 1.01
			Assigned to Individual Total	1 0.89	11 1.07	0 0.00	12 1.01
	Capitol Hosting	Curtis Parker	None	0 0.00	1 38.58	0 0.00	1 38.58
			Product Total	0 0.00	1 38.58	0 0.00	1 38.58
			Assigned to Individual Total	0 0.00	1 38.58	0 0.00	1 38.58
	Data Center Operations	Tom Paden	Utah Electronic Resource and	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
			Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	BlueZone	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Brenda Treadway	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Eileen Dubach	None	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Master Directory	0 0.00	3 0.24	0 0.00	3 0.24
			Product Total	0 0.00	5 0.15	0 0.00	5 0.15
		James Stearns	None	0 0.00	3 0.03	0 0.00	3 0.03
			Product Total	0 0.00	3 0.03	0 0.00	3 0.03
		Julie VanBeekum	None	0 0.00	4 0.25	0 0.00	4 0.25
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	6 0.17	0 0.00	6 0.17
		Sarah Johnson	None	0 0.00	1 2.77	0 0.00	1 2.77
			Product Total	0 0.00	1 2.77	0 0.00	1 2.77
		Vicky Marrelli	Droid	0 0.00	1 0.00	0 0.00	1 0.00

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Vicky Marrelli	Internet Explorer	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	5 0.00	0 0.00	5 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	3 0.52	0 0.00	3 0.52
			Product Total	0 0.00	13 0.12	0 0.00	13 0.12
		Assigned to Individual Total		0 0.00	33 0.19	0 0.00	33 0.19
	Metro A Desktop Support	Adam Staks	Contributions Automated Tax	0 0.00	1 0.34	0 0.00	1 0.34
			None	0 0.00	11 0.72	0 0.00	11 0.72
			Novell Client for 32-bit Windows	1 0.71	1 1.89	0 0.00	2 1.30
			Novell GroupWise	0 0.00	1 0.34	0 0.00	1 0.34
			VMware Workstation	0 0.00	2 0.35	0 0.00	2 0.35
			ZENworks for Desktops	0 0.00	1 0.18	0 0.00	1 0.18
			Product Total	1 0.71	17 0.67	0 0.00	18 0.67

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Burton Brown	None	0 0.00	1 0.04	0 0.00	1 0.04
			Product Total	0 0.00	1 0.04	0 0.00	1 0.04
		Edward Fortner	Internet Explorer	0 0.00	1 2.29	0 0.00	1 2.29
			Microsoft Windows XP	0 0.00	1 0.48	0 0.00	1 0.48
			None	0 0.00	16 1.18	0 0.00	16 1.18
			Novell Client for 32-bit Windows	0 0.00	1 0.36	0 0.00	1 0.36
			Novell GroupWise	0 0.00	1 1.26	0 0.00	1 1.26
			Product Total	0 0.00	20 1.16	0 0.00	20 1.16
		Kraig Ellis	None	0 0.00	17 0.57	0 0.00	17 0.57
			Novell Client for 32-bit Windows	0 0.00	1 0.59	0 0.00	1 0.59
			State Payroll Time Entry	0 0.00	1 2.01	0 0.00	1 2.01
			VMware Workstation	0 0.00	1 0.52	0 0.00	1 0.52
			Product Total	0 0.00	20 0.64	0 0.00	20 0.64
		Mike Beynon	None	0 0.00	4 0.09	0 0.00	4 0.09

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Mike Beynon	Novell Client for 32-bit Windows	0 0.00	1 1.10	0 0.00	1 1.10
			Product Total	0 0.00	5 0.29	0 0.00	5 0.29
		Mike Wilde	Adobe Contribute	0 0.00	1 1.20	0 0.00	1 1.20
			Computerized Unemployment	0 0.00	2 0.95	0 0.00	2 0.95
			DWS Web	0 0.00	1 1.88	0 0.00	1 1.88
			Microsoft Access	0 0.00	1 0.98	0 0.00	1 0.98
			Microsoft Windows XP	0 0.00	1 1.37	0 0.00	1 1.37
			None	0 0.00	28 1.16	0 0.00	28 1.16
			Novell Client for 32-bit Windows	0 0.00	2 0.89	0 0.00	2 0.89
			Novell GroupWise	0 0.00	1 0.40	0 0.00	1 0.40
			ZENworks for Desktops	0 0.00	1 0.54	0 0.00	1 0.54
			Product Total	0 0.00	38 1.12	0 0.00	38 1.12
		Robert Wall	Contributions Automated Tax	0 0.00	2 0.47	0 0.00	2 0.47
			None	0 0.00	16 0.84	0 0.00	16 0.84

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Robert Wall	Novell Client for 32-bit Windows	0 0.00	2 0.26	0 0.00	2 0.26
			State Payroll System	0 0.00	1 0.58	0 0.00	1 0.58
			Product Total	0 0.00	21 0.74	0 0.00	21 0.74
		Tracy VanderVaart	DWS Intranet	0 0.00	1 0.05	0 0.00	1 0.05
			Microsoft Excel	0 0.00	1 0.03	0 0.00	1 0.03
			Microsoft Windows XP	0 0.00	1 0.05	0 0.00	1 0.05
			None	0 0.00	30 0.83	0 0.00	30 0.83
			Utah Works	0 0.00	2 0.78	0 0.00	2 0.78
			Product Total	0 0.00	35 0.76	0 0.00	35 0.76
		Assigned to Individual Total		1 0.71	157 0.85	0 0.00	158 0.85
	Metro A Help Desk	Cindy Schroeder	Active Directory	0 0.00	2 0.00	0 0.00	2 0.00
			Adobe Flash	0 0.00	1 0.00	0 0.00	1 0.00
			BlueZone	0 0.00	1 0.63	0 0.00	1 0.63
			Cisco AnyConnect VPN	0 0.00	2 0.22	0 0.00	2 0.22

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	Citrix ICA Client	0 0.00	1 0.00	0 0.00	1 0.00
			Computerized Unemployment	0 0.00	1 0.28	0 0.00	1 0.28
			Content Manager	0 0.00	6 0.19	0 0.00	6 0.19
			DWS Capture	0 0.00	1 0.00	0 0.00	1 0.00
			DWS Intranet	0 0.00	2 0.34	0 0.00	2 0.34
			eFIND/eSHARE	0 0.00	4 0.21	0 0.00	4 0.21
			Employee Gateway	0 0.00	1 1.71	0 0.00	1 1.71
			Internet Explorer	0 0.00	3 0.07	0 0.00	3 0.07
			Microsoft Windows XP	0 0.00	1 0.17	0 0.00	1 0.17
			Microsoft Word	0 0.00	2 0.81	0 0.00	2 0.81
			None	0 0.00	53 0.31	0 0.00	53 0.31
			Novell Client for 32-bit Windows	0 0.00	36 0.19	0 0.00	36 0.19
			Novell GroupWise	0 0.00	24 0.03	0 0.00	24 0.03
			Novell Messenger	0 0.00	6 0.14	0 0.00	6 0.14

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Cindy Schroeder	PGP	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll System	0 0.00	1 0.02	0 0.00	1 0.02
			State Payroll Time Entry	0 0.00	5 0.45	0 0.00	5 0.45
			Utah Electronic Resource and	0 0.00	2 1.54	0 0.00	2 1.54
			Utah Works	0 0.00	2 1.27	0 0.00	2 1.27
			ZENworks for Desktops	0 0.00	5 0.11	0 0.00	5 0.11
			Product Total	0 0.00	163 0.25	0 0.00	163 0.25
		Ed Conrad	Acrobat Reader	0 0.00	1 0.00	0 0.00	1 0.00
			Adobe Reader	0 0.00	1 0.39	0 0.00	1 0.39
			Avaya IP Softphone	0 0.00	1 0.19	0 0.00	1 0.19
			Citrix ICA Client	0 0.00	1 0.23	0 0.00	1 0.23
			Content Manager	0 0.00	3 0.16	0 0.00	3 0.16
			DWS Web	0 0.00	8 0.49	0 0.00	8 0.49
			eFIND/eSHARE	0 0.00	4 0.48	0 0.00	4 0.48

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Ed Conrad	Internet Explorer	0 0.00	3 0.16	0 0.00	3 0.16
			Microsoft Excel	0 0.00	1 0.55	0 0.00	1 0.55
			Microsoft Office Professional 2010	0 0.00	2 0.63	0 0.00	2 0.63
			Microsoft Windows XP	0 0.00	5 0.22	0 0.00	5 0.22
			None	0 0.00	10 0.16	0 0.00	10 0.16
			Novell Client for 32-bit Windows	0 0.00	33 0.11	0 0.00	33 0.11
			Novell GroupWise	0 0.00	4 0.08	0 0.00	4 0.08
			Novell GroupWise 32-bit	0 0.00	1 0.21	0 0.00	1 0.21
			Novell Messenger	0 0.00	3 0.19	0 0.00	3 0.19
			PGP	0 0.00	2 0.17	0 0.00	2 0.17
			State Payroll Time Entry	0 0.00	3 0.15	0 0.00	3 0.15
			Utah Electronic Resource and	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Works	0 0.00	1 0.18	0 0.00	1 0.18
			ZENworks for Desktops	0 0.00	5 0.39	0 0.00	5 0.39

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Ed Conrad	**Product Total**	0 0.00	94 0.21	0 0.00	94 0.21
		Liz Evans	Active Directory	0 0.00	2 0.00	0 0.00	2 0.00
			Avaya IP Softphone	0 0.00	1 0.19	0 0.00	1 0.19
			Internet Explorer	0 0.00	2 0.11	0 0.00	2 0.11
			Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	108 0.12	0 0.00	108 0.12
			Novell Client for 32-bit Windows	0 0.00	26 0.03	0 0.00	26 0.03
			Novell GroupWise	0 0.00	14 0.22	0 0.00	14 0.22
			Utah Electronic Resource and	0 0.00	5 0.00	0 0.00	5 0.00
			Utah Works	0 0.00	1	0 0.00	1
			ZENworks for Desktops	0 0.00	5 0.44	0 0.00	5 0.44
			Product Total	0 0.00	165 0.11	0 0.00	165 0.11
		Assigned to Individual Total		0 0.00	422 0.19	0 0.00	422 0.19
	Metro A Hosting	Chris Kunde	None	0 0.00	1	0 0.00	1

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro A Hosting	Chris Kunde	**Product Total**	0 0.00	1	0 0.00	1
		Keith Scholl	None	0 0.00	2 0.01	0 0.00	2 0.01
			Novell Messenger	0 0.00	1	0 0.00	1
			Product Total	0 0.00	3 0.01	0 0.00	3 0.01
		None	None	0 0.00	3 0.00	0 0.00	3 0.00
			Novell Messenger	0 0.00	1	0 0.00	1
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00
		Thomas P Jones	Microsoft Word	0 0.00	1 1.92	0 0.00	1 1.92
			Product Total	0 0.00	1 1.92	0 0.00	1 1.92
		Tom Carney	None	0 0.00	2 0.81	0 0.00	2 0.81
			Novell Client for 32-bit Windows	0 0.00	1 0.71	0 0.00	1 0.71
			Novell GroupWise	0 0.00	7 1.09	0 0.00	7 1.09
			Product Total	0 0.00	10 0.90	0 0.00	10 0.90
		Assigned to Individual Total		0 0.00	19 0.64	0 0.00	19 0.64

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	None	0 0.00	3 0.94	0 0.00	3 0.94
			ZENworks for Desktops	0 0.00	1 0.31	0 0.00	1 0.31
			Product Total	0 0.00	4 0.78	0 0.00	4 0.78
		Cindy Reed	None	0 0.00	1 1.57	0 0.00	1 1.57
			ZENworks for Desktops	0 0.00	2 0.83	0 0.00	2 0.83
			Product Total	0 0.00	3 1.07	0 0.00	3 1.07
		Ken Bolkcom	Content Manager	0 0.00	1 1.16	0 0.00	1 1.16
			None	0 0.00	5 0.88	0 0.00	5 0.88
			State Payroll Time Entry	0 0.00	1 1.32	0 0.00	1 1.32
			Product Total	0 0.00	7 0.98	0 0.00	7 0.98
		Sean Chadbourne	None	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	2 0.00	0 0.00	2 0.00
		Tyler Pearce	Content Manager	0 0.00	1 1.29	0 0.00	1 1.29
			None	0 0.00	1 0.32	0 0.00	1 0.32

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Tyler Pearce	Product Total	0 0.00	2 0.80	0 0.00	2 0.80
		Wayne Higgs	Microsoft Office Professional 2010	0 0.00	3 0.16	0 0.00	3 0.16
			Microsoft Windows XP	0 0.00	1 2.25	0 0.00	1 2.25
			None	0 0.00	11 1.25	0 0.00	11 1.25
			Product Total	0 0.00	15 1.10	0 0.00	15 1.10
		Assigned to Individual Total		0 0.00	33 0.95	0 0.00	33 0.95
	Metro B Help Desk	Ed Conrad	None	0 0.00	3 0.30	0 0.00	3 0.30
			Product Total	0 0.00	3 0.30	0 0.00	3 0.30
		Gary Graham	None	0 0.00	4 0.00	0 0.00	4 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00
		Janet Hongsyvilay	None	0 0.00	2 0.07	0 0.00	2 0.07
			Product Total	0 0.00	2 0.07	0 0.00	2 0.07
		Val Shepherd	DB2 Query Management	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	2 0.00	0 0.00	2 0.00

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Metro B Help Desk	Val Shepherd	Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total		0 0.00	12 0.09	0 0.00	12 0.09
	Metro C Help Desk	Reed Stohel	BlueZone	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	8 0.00	0 0.00	8 0.00
			Product Total	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total		0 0.00	9 0.00	0 0.00	9 0.00
	Metro D Help Desk	Doug Brown	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brant Davis	None	1 1.69	2 2.51	0 0.00	3 2.10
			Product Total	1 1.69	2 2.51	0 0.00	3 2.10
		Brian Chatwin	None	0 0.00	2 0.21	1 0.67	3 0.44
			Product Total	0 0.00	2 0.21	1 0.67	3 0.44
		Dave Bodily	None	0 0.00	4 2.79	0 0.00	4 2.79

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Dave Bodily	Novell Client for 32-bit Windows	0 0.00	1 5.60	0 0.00	1 5.60
			Product Total	0 0.00	5 3.72	0 0.00	5 3.72
		Kelli Okumura	Cisco AnyConnect VPN	0 0.00	1 0.27	0 0.00	1 0.27
			Product Total	0 0.00	1 0.27	0 0.00	1 0.27
		Robert Ryan	Cisco AnyConnect VPN	0 0.00	1 2.74	0 0.00	1 2.74
			None	0 0.00	1 0.35	0 0.00	1 0.35
			Product Total	0 0.00	2 1.55	0 0.00	2 1.55
		Assigned to Individual Total		1 1.69	12 2.16	1 0.67	14 1.96
	Operations Production Control	Cal Brinton	Content Manager	0 0.00	2 0.69	0 0.00	2 0.69
			None	0 0.00	9 0.00	0 0.00	9 0.00
			Product Total	0 0.00	11 0.13	0 0.00	11 0.13
		Christie Burnham	None	2 0.00	101 0.01	0 0.00	103 0.01
			Product Total	2 0.00	101 0.01	0 0.00	103 0.01
		Duane Hardy	None	0 0.00	15 0.04	0 0.00	15 0.04

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Duane Hardy	**Product Total**	0 0.00	15 0.04	0 0.00	15 0.04
		Assigned to Individual Total		2 0.00	127 0.02	0 0.00	129 0.02
	Rural Central Desktop Support	Jay Barfuss	Microsoft Office Professional 2010	0 0.00	3 1.10	0 0.00	3 1.10
			None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Electronic Resource and	0 0.00	1	0 0.00	1
			Utah Works	0 0.00	1 0.56	0 0.00	1 0.56
			Product Total	0 0.00	6 0.77	0 0.00	6 0.77
		Jeremy Standifird	Microsoft Windows XP	0 0.00	1 3.61	0 0.00	1 3.61
			Microsoft Word	0 0.00	1 1.09	0 0.00	1 1.09
			None	0 0.00	14 1.61	0 0.00	14 1.61
			Novell Client for 32-bit Windows	0 0.00	1 0.78	0 0.00	1 0.78
			Product Total	0 0.00	17 1.65	0 0.00	17 1.65
		Jessica Purcell	None	0 0.00	17 0.00	0 0.00	17 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Jessica Purcell	**Product Total**	0 0.00	18 0.00	0 0.00	18 0.00
		Paul Petersen	Microsoft Excel	0 0.00	1 2.81	0 0.00	1 2.81
			Microsoft Office	0 0.00	1 0.11	0 0.00	1 0.11
			Microsoft Office Professional 2010	0 0.00	1 0.67	0 0.00	1 0.67
			None	0 0.00	7 2.23	0 0.00	7 2.23
			Product Total	0 0.00	10 1.92	0 0.00	10 1.92
		Rod Montoya	Content Manager	0 0.00	1 0.04	0 0.00	1 0.04
			Microsoft Office 2003 Professional	0 0.00	2 0.04	0 0.00	2 0.04
			Microsoft Office Professional 2010	0 0.00	1 0.16	0 0.00	1 0.16
			Microsoft Windows XP	0 0.00	6 0.06	0 0.00	6 0.06
			Microsoft Word	0 0.00	1 0.12	0 0.00	1 0.12
			None	0 0.00	16 0.28	0 0.00	16 0.28
			Novell ConsoleOne	0 0.00	6 0.04	0 0.00	6 0.04
			Novell GroupWise	0 0.00	1 0.12	0 0.00	1 0.12

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Rod Montoya	Novell iPrint	0 0.00	2 0.07	0 0.00	2 0.07
			Utah Electronic Resource and	0 0.00	3 1.50	0 0.00	3 1.50
			Utah Master Directory	0 0.00	2 0.04	0 0.00	2 0.04
			Utah Works	0 0.00	1 0.07	0 0.00	1 0.07
			Product Total	0 0.00	42 0.25	0 0.00	42 0.25
		Ron LeBaron	Microsoft Word	0 0.00	1 1.50	0 0.00	1 1.50
			None	0 0.00	7 0.00	0 0.00	7 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.79	0 0.00	1 0.79
			Product Total	0 0.00	9 0.33	0 0.00	9 0.33
		Todd Hardy	None	0 0.00	7 2.63	0 0.00	7 2.63
			Product Total	0 0.00	7 2.63	0 0.00	7 2.63
		Troy Morris	Microsoft Office XP Professional	0 0.00	1 0.06	0 0.00	1 0.06
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	2 0.03	0 0.00	2 0.03

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	**Assigned to Individual Total**		0 0.00	111 0.76	0 0.00	111 0.76
	Rural North Desktop Support	Don Higgs	Microsoft Office	0 0.00	1 1.63	0 0.00	1 1.63
			Microsoft Office Professional 2010	0 0.00	3 0.32	0 0.00	3 0.32
			Microsoft Windows XP	0 0.00	1 0.35	0 0.00	1 0.35
			None	0 0.00	11 0.89	0 0.00	11 0.89
			Novell Client for 32-bit Windows	0 0.00	1 3.54	0 0.00	1 3.54
			Novell eDirectory	0 0.00	1 0.39	0 0.00	1 0.39
			Novell GroupWise	0 0.00	2 0.45	0 0.00	2 0.45
			Product Total	0 0.00	20 0.88	0 0.00	20 0.88
		Kim Ratushniak	Content Manager	0 0.00	2 0.31	0 0.00	2 0.31
			Microsoft Office	0 0.00	2 0.92	0 0.00	2 0.92
			None	0 0.00	13 0.11	0 0.00	13 0.11
			Novell GroupWise	0 0.00	3 0.46	0 0.00	3 0.46
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Kim Ratushniak	**Product Total**	0 0.00	21 0.25	0 0.00	21 0.25
		Neil Smedley	Microsoft Windows XP	0 0.00	1 0.48	0 0.00	1 0.48
			None	0 0.00	20 0.18	0 0.00	20 0.18
			Novell Client for 32-bit Windows	0 0.00	3 0.86	0 0.00	3 0.86
			Product Total	0 0.00	24 0.28	0 0.00	24 0.28
		Ruston McKay	Microsoft Office Professional 2010	0 0.00	2 0.17	0 0.00	2 0.17
			None	0 0.00	36 0.64	0 0.00	36 0.64
			Novell Client for 32-bit Windows	0 0.00	6 0.85	0 0.00	6 0.85
			Product Total	0 0.00	44 0.64	0 0.00	44 0.64
		Ryan Casey	None	0 0.00	3 0.75	0 0.00	3 0.75
			Novell Client for 32-bit Windows	0 0.00	1 0.50	0 0.00	1 0.50
			Product Total	0 0.00	4 0.69	0 0.00	4 0.69
		Steven Haderlie	Microsoft Windows XP	0 0.00	1 0.20	0 0.00	1 0.20
			None	0 0.00	11 0.29	0 0.00	11 0.29

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Steven Haderlie	**Product Total**	0 0.00	12 0.29	0 0.00	12 0.29
		Assigned to Individual Total		0 0.00	125 0.51	0 0.00	125 0.51
	Rural South Desktop Support	Doug Chaston	Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows XP	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	2 0.00	0 0.00	2 0.00
			Utah Works	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Doug Thornton	None	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	None	0 0.00	2 0.00	0 0.00	2 0.00
			ZENworks for Desktops	0 0.00	3 0.00	0 0.00	3 0.00
			Product Total	0 0.00	5 0.00	0 0.00	5 0.00
		Julie Christensen	None	0 0.00	1 5.11	0 0.00	1 5.11
			Product Total	0 0.00	1 5.11	0 0.00	1 5.11

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Lance Nay	None	0 0.00	11 0.07	0 0.00	11 0.07
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	12 0.07	0 0.00	12 0.07
		Lane Adams	None	0 0.00	6 0.58	0 0.00	6 0.58
			Product Total	0 0.00	6 0.58	0 0.00	6 0.58
		Meladye Shively	Adobe Acrobat	0 0.00	1 1.73	0 0.00	1 1.73
			Adobe Flash	0 0.00	1 0.89	0 0.00	1 0.89
			None	0 0.00	1 1.93	0 0.00	1 1.93
			PGP	0 0.00	1 0.07	0 0.00	1 0.07
			Product Total	0 0.00	4 1.15	0 0.00	4 1.15
		Scott Jesienouski	None	0 0.00	5 0.41	0 0.00	5 0.41
			Utah Electronic Resource and	0 0.00	1 0.46	0 0.00	1 0.46
			Product Total	0 0.00	6 0.41	0 0.00	6 0.41
		Assigned to Individual Total		0 0.00	42 0.40	0 0.00	42 0.40

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Salt Lake Data Center Operations	Gerard Russell	None	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Voice Engineering	Debbie Bauman	None	0 0.00	1 6.91	0 0.00	1 6.91
			Product Total	0 0.00	1 6.91	0 0.00	1 6.91
		Julie Johnson	None	0 0.00	2 2.17	0 0.00	2 2.17
			Product Total	0 0.00	2 2.17	0 0.00	2 2.17
		Assigned to Individual Total		0 0.00	3 4.54	0 0.00	3 4.54
	Voice Operations	Britany Finlay	None	0 0.00	2 0.36	0 0.00	2 0.36
			Telephone	0 0.00	7 0.87	0 0.00	7 0.87
			Product Total	0 0.00	9 0.76	0 0.00	9 0.76
		Gail Christiansen	None	0 0.00	4 0.67	0 0.00	4 0.67
			Telephone	0 0.00	7 1.37	1 4.92	8 1.81
			Product Total	0 0.00	11 1.11	1 4.92	12 1.43

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Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Voice Operations	Julie Sabato	Avaya CentreVu Supervisor	0 0.00	1 0.75	0 0.00	1 0.75
			Product Total	0 0.00	1 0.75	0 0.00	1 0.75
		Kelly Johnson	None	0 0.00	1 0.06	0 0.00	1 0.06
			Telephone	0 0.00	5 0.31	0 0.00	5 0.31
			Product Total	0 0.00	6 0.27	0 0.00	6 0.27
		Leon Owen	None	0 0.00	2 0.34	0 0.00	2 0.34
			Telephone	0 0.00	1 2.77	1 0.29	2 1.53
			Product Total	0 0.00	3 1.15	1 0.29	4 0.93
		Romanza Hamblin	None	0 0.00	6 0.97	0 0.00	6 0.97
			Telephone	0 0.00	7 0.99	0 0.00	7 0.99
			Product Total	0 0.00	13 0.98	0 0.00	13 0.98
		Romanza Hamblin Sorensen	Telephone	0 0.00	7 0.67	0 0.00	7 0.67
			Product Total	0 0.00	7 0.67	0 0.00	7 0.67
		Assigned to Individual Total		0 0.00	50 0.85	2 2.60	52 0.91

Workforce Services

				High	Low	Medium	ATTR Total
Workforce Services	Voice/Data/WAN Services	Greg Blessing	Telephone	1 0.22	2 0.33	1 0.48	4 0.34
			Product Total	1 0.22	2 0.33	1 0.48	4 0.34
		Mike Johnson	None	0 0.00	1 0.23	0 0.00	1 0.23
			Telephone	0 0.00	1 2.05	0 0.00	1 2.05
			Product Total	0 0.00	2 1.14	0 0.00	2 1.14
		Mitch Hood	Telephone	0 0.00	0 0.00	1 0.20	1 0.20
			Product Total	0 0.00	0 0.00	1 0.20	1 0.20
		Spencer Blodgett	Telephone	0 0.00	2 0.70	1 1.37	3 0.92
			Product Total	0 0.00	2 0.70	1 1.37	3 0.92
		T Artis	Telephone	0 0.00	2 0.57	0 0.00	2 0.57
			Product Total	0 0.00	2 0.57	0 0.00	2 0.57
		Assigned to Individual Total		1 0.22	8 0.69	3 0.69	12 0.65
	Assigned Group Total			7 0.57	1,328 1.71	7 1.16	1,342 1.70
Customer Company Total				7 0.57	1,328 1.71	7 1.16	1,342 1.70

Workforce Services

Detail

INC000000404243	Tricia Cox	Application	Error	None		TIR Missed:	Yes	2.51
	Network Operations	Brant Davis	Workforce Services	Low	Closed	TTR Missed:	No	2.51
INC000000431037	Helen Thatcher	Telecom	Call Management	None		TIR Missed:	Yes	2.17
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed:	No	2.17
INC000000431850	Bryan Kessinger	Application	Error	Novell GroupWise		TIR Missed:	No	0.10
	Application Services	Paul Lundell	Workforce Services	Low	Resolved	TTR Missed:	Yes	6.88
INC000000437089	Lida Khoshal	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	0.00
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed:	No	5.72
INC000000440677	Janet Gale	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	234.90
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	Yes	234.90
INC000000440679	Al Contreras	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440681	Justin Wadman	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440688	Robin Parker	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440689	Rebecca Weston	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440692	Lea Betty	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440696	Debra Warrington	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440698	Jenni Crothers	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440701	LaDawn McPherson	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	None	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440702	Nicole Kerwood	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440703	Barbara R Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	
INC000000440705	Irene Fossat	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	

Workforce Services

INC000000440709	Katrina Evans	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440712	Michelle Wright	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440713	Cristina Hight	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440714	Cindy Cutshall	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440717	Jill Kunde	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440718	Kristi Lujan	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440719	Victoria Solares	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440722	Justin Wadman	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440724	Holly Tanner	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440726	Kimberly Reiter	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440737	Cami Sandoval	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440739	Lyndie Thornton	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440744	Mark Petrie	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440747	Peggy Duncan	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440751	Kerry Torres	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440758	Shannon Manchester	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000440761	Lori Mair	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

Workforce Services

INC000000444464	Debbie Stavros	Application	Error	Utah Electronic Resource and E	TIR Missed:	Yes	195.44
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	Yes	195.44
INC000000444470	Kalani Huber	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444483	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444484	Ryan Betts	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444487	Jennifer Doxey	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444489	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444492	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000444494	Cindy Cutshall	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000446572	Joy Majors	PC/Laptop	Virus	None	TIR Missed:	Yes	1.74
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed:	No	1.74
INC000000446921	Marilyn Wallis	Application	Reporting	Utah Works	TIR Missed:	No	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	105.42
INC000000447257	Lynn Thomas	Telecom	Call/Receive	Telephone	TIR Missed:	No	0.95
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Medium	Closed	TTR Missed:	No	1.37
INC000000447698	Wendy Rosenthal	Application	Error	Utah Works	TIR Missed:	Yes	27.56
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	162.65
INC000000447773	Annette Hullinger	Network	Performance	None	TIR Missed:	No	0.50
Network Operations	Brian Chatwin	Workforce Services	Medium	Closed	TTR Missed:	No	0.67
INC000000450007	Debra McKee	Application	Error	Utah Works	TIR Missed:	Yes	13.06
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	18.21
INC000000451393	Karen Quackenbush	Telecom	Hardware	Telephone	TIR Missed:	No	0.21
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	No	1.17
INC000000451709	Kathaleen Williams	Application	Error	Content Manager	TIR Missed:	No	0.00
Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed:	No	1.16
INC000000453136	Al Contreras	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.95
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	2.78

Workforce Services

INC000000453206	Cassidy Carter	Telecom	Voice Mail	Telephone		TIR Missed: No	0.91
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000453225	Melissa Beagley	Application	Error	Utah Works		TIR Missed: Yes	53.34
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	53.34
INC000000453449	Ammi Tracy	None	None	None		TIR Missed: No	0.00
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	3.27
INC000000453455	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	37.62
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	37.62
INC000000453698	Robert Ferreira	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	6.42
INC000000453734	Jeff Dart	Application	Error	State Payroll System		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000454158	Teresa Fulton	Application	Error	Utah Works		TIR Missed: Yes	28.59
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	28.59
INC000000454223	Kelley R Meredith	Application	Error	DWS Web		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000454237	Jeanne McGavin	Application	Error	Utah Works		TIR Missed: Yes	5.47
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	24.32
INC000000454367	Jeanne McGavin	Application	Error	Utah Works		TIR Missed: No	0.00
Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000454446	Paula Johns	Remote Connectivity	Performance	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000454463	Valerie Seidel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000454651	Steven L Rasmussen	Application	Error	Utah Works		TIR Missed: Yes	24.85
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	25.13
INC000000454885	Peggy Hammer	Telecom	None	None		TIR Missed: No	0.24
Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	2.89
INC000000455021	Cindy Adams	Telecom	Dial Tone	Telephone		TIR Missed: No	0.22
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	1.23
INC000000455091	Jeremy Knowlden	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455156	Tracy Lindquist	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.78
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.78

Workforce Services

INC000000455165	Kari L Allen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.28

| INC000000455177 | Rebecca D Anderson | None | None | None | TIR Missed: No | 0.02 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000455180 | Michelle Slaughter | Application | Error | State Payroll Time Entry System | TIR Missed: No | 0.14 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.28 |

| INC000000455202 | Karen Quackenbush | Application | None | Novell GroupWise | TIR Missed: No | 0.37 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: No | 0.40 |

| INC000000455219 | Rowena York | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.07 |
| | Voice Operations | Kelly Johnson | Workforce Services | Low | Closed | TTR Missed: No | 0.51 |

| INC000000455239 | Muris Prses | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455241 | Natalie Henderson | Telecom | None | None | TIR Missed: No | 0.27 |
| | Voice Operations | Romanza Hamblin | Workforce Services | Low | Closed | TTR Missed: No | 0.94 |

| INC000000455243 | Shawn Mansell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455266 | Wendy Meyer | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455285 | Darrin Nielsen | Application | Error | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Todd Hardy | Workforce Services | Low | Closed | TTR Missed: No | 3.27 |

| INC000000455293 | Valerie Seidel | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | 0.99 |

| INC000000455314 | Gill Johns-Young | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.10 |
| | Voice Operations | Romanza Hamblin | Workforce Services | Low | Closed | TTR Missed: No | 0.35 |

| INC000000455370 | Colleen Fitzgerald | PC/Laptop | Performance | None | TIR Missed: No | 0.28 |
| | Metro A Desktop Support | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | 0.28 |

| INC000000455374 | Geoffrey Landward | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | High | Closed | TTR Missed: No | 0.00 |

| INC000000455376 | Leslie Baird | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455406 | Janean Justham | Application | Error | Utah Works | TIR Missed: No | 0.50 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 0.50 |

| INC000000455412 | Muris Prses | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.16 |

Workforce Services

| INC000000455419 | Jackie Christensen | None | None | None | | TIR Missed: Yes | 75.40 |
| Application Support - UWORKS | | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | 75.42 |

| INC000000455421 | Leeann Herndon | Application | Error | Utah Works | | TIR Missed: No | 0.39 |
| Application Support - UWORKS | | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | 0.39 |

| INC000000455451 | John Mathews | None | None | None | | TIR Missed: No | 0.00 |
| Metro A Desktop Support | | Kraig Ellis | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455465 | Connie Smith | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455469 | Dan Nelson | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455474 | Kristi Manseau | None | None | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455479 | Michael Hanley | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro A Help Desk | | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455482 | Sam Williams | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455512 | Dustin Townsend | Application | Error | Utah Works | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.07 |

| INC000000455532 | Janet Cole | None | None | None | | TIR Missed: No | 0.12 |
| Rural Central Desktop Support | | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | 1.47 |

| INC000000455540 | David Moore | None | None | None | | TIR Missed: No | 0.60 |
| Metro A Desktop Support | | Kraig Ellis | Workforce Services | Low | Closed | TTR Missed: No | 1.68 |

| INC000000455541 | EasterSeals EasterSeals | Application | Password | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.06 |

| INC000000455542 | Joe Edman | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | 0.04 |

| INC000000455581 | Julie Anderson | None | None | None | | TIR Missed: Yes | 1.35 |
| Rural North Desktop Support | | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: No | 1.97 |

| INC000000455595 | Galina Greer | Print/Copy/Scan/Fax | Queue | None | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000455605 | Nicole Steele | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: Yes | 1.10 |
| Rural South Desktop Support | | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | 1.10 |

| INC000000455673 | Deb Coffey | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro A Help Desk | | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

INC000000455678	Nicola Stark	Application	Error	Utah Master Directory	TIR Missed: No	0.26
Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000455702	Tina Kappos	Application	Error	Utah Works	TIR Missed: Yes	1.42
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.42
INC000000455704	Tracy Harris-Belnap	PC/Laptop	Performance	None	TIR Missed: No	0.18
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000455723	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455725	Sheryl Nisely	Application	Error	Utah Works	TIR Missed: Yes	64.23
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	64.23
INC000000455726	Kenneth G Allen	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	0.25
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000455735	Lucy Johnson	PC/Laptop	Performance	None	TIR Missed: Yes	1.93
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	1.93
INC000000455743	Lani Dick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455751	Lori Mair	Application	Error	None	TIR Missed: No	0.16
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000455759	Agnes Lomu	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455792	Steven Bryan	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000455827	Summer Begaye	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000455830	Janet Howes	Application	Error	Utah Works	TIR Missed: Yes	62.48
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	62.48
INC000000455849	Kathaleen Williams	Application	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455869	Tori Henson	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455872	Jolyn Bevan	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455875	Brenda Duvall	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000455894	Leticia Hough	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455896	Julie Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455900	Nobilee Hutchinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455916	Jacob Smith	Network	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000455964	Joy Majors	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455969	Terrie Bouck	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000455982	Stephanie Harding	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000455988	Worthy Glover Jr	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456010	Rebecca Bell	Application	Password	Adobe Contribute		TIR Missed: No	0.70
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000456013	Connie Shearwood	Application	Error	Utah Works		TIR Missed: Yes	3.69
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	3.69
INC000000456024	Patti Sellers	None	None	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456032	Angi Nielsen	Application	Error	Novell GroupWise		TIR Missed: No	0.52
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000456042	Annamarie Collins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.37
INC000000456044	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456048	Lori Calvert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.34
INC000000456049	Shirley Hilton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.33
INC000000456094	Michael Wride	Application	Error	None		TIR Missed: No	0.22
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.87

Workforce Services

INC000000456099	Rebecca Ntshalintshali	Application	Error	Utah Works	TIR Missed:	Yes	1.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.51
INC000000456111	Cliff Whatcott	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456112	Ruby Blank	Application	Password	Content Manager	TIR Missed:	No	0.56
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000456122	Deborah Graber	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000456145	Elaine Montoya	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456148	Rebecca Sangberg	Application	Error	Utah Works	TIR Missed:	Yes	1.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000456165	Tori Henson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456171	Tracia Sullivan	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456172	Phay Panh	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000456177	Tori Henson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456185	Karen Thomas	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456191	Jenine Wood	Application	Error	Utah Works	TIR Missed:	Yes	20.42
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	20.42
INC000000456200	Dennis Canning	PC/Laptop	None	None	TIR Missed:	Yes	1.47
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000456235	Anthony Knight	Application	None	Novell GroupWise	TIR Missed:	No	0.56
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.80
INC000000456259	Jenny Kehr	Application	Error	Utah Works	TIR Missed:	No	0.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000456284	Erin Robinson	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456286	Valerie Argyle	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06

Workforce Services

INC000000456287	Heidi Jameson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456288	Dustin Townsend	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000456290	Colleen Johnson	Application	Error	Microsoft Office 2003 Profession		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000456293	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456298	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456300	Tonia Jones	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456303	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456307	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456312	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456317	Steve Leyba	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456322	Steve Leyba	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456326	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456331	Steve Leyba	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456350	Jennifer Wright	Telecom	IP	Telephone		TIR Missed: No	0.24
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000456365	Karen Thomas	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000456376	Jeanne McGavin	Application	Error	Utah Works		TIR Missed: Yes	1.45
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000456388	Debbie Sheldon	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.63

Workforce Services

INC000000456390	Joe Salazar	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No		0.53
INC000000456431	Tricia Cox	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456445	Alfredo Travassos	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No		
INC000000456455	Carol Thornhill	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No		1.44
INC000000456481	Brenda Martin	None	None	None		TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456482	Peggy Duncan	Application	Password	Novell GroupWise		TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456486	Joellen Robbins	Billing	None	Microsoft Word		TIR Missed: No		0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456501	Lani Dick	None	None	None		TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No		
INC000000456528	Nikki Holt	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456541	Jennifer Owens	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456549	Kris Bradley	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456554	Gene Applonie	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456557	Kim Auberger	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456559	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No		0.37
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No		0.37
INC000000456567	Connie Smith	Application	None	Microsoft Excel		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No		2.81
INC000000456573	Lisa Zaugg	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No		0.00
INC000000456574	Perry Colette	None	None	None		TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No		2.80

Workforce Services

INC000000456575	Dennis Canning	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Closed	TTR Missed:	No	0.08
INC000000456579	Koral Vasquez	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456603	Kim Auberger	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456613	David Ashby	PC/Laptop	None	None			TIR Missed:	No	0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed:	No	0.76
INC000000456636	Gordon Snow	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456643	Felicia Kinder	Application	Error	Utah Electronic Resource and E			TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456647	Joe Edman	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed	TTR Missed:	No	0.16
INC000000456657	Son Chau	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Closed	TTR Missed:	No	0.05
INC000000456660	Heidi Jameson	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.17
	Voice Operations	Britany Finlay	Workforce Services	Low		Closed	TTR Missed:	No	0.17
INC000000456675	Lane Anderson	PC/Laptop	Password	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Closed	TTR Missed:	No	0.42
INC000000456677	Dena Nelson	PC/Laptop	Performance	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Closed	TTR Missed:	No	0.39
INC000000456678	Brian Smith	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456680	Allen Penrod	PC/Laptop	Performance	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Closed	TTR Missed:	No	0.37
INC000000456681	Tracy Lindquist	PC/Laptop	Performance	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Closed	TTR Missed:	No	0.35
INC000000456712	Debra McKee	Application	Error	Utah Works			TIR Missed:	Yes	2.09
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed:	Yes	59.56
INC000000456762	Katie Helm	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000456764	Cindy Adams	None	None	None			TIR Missed:	No	0.00
	Voice Operations	Romanza Hamblin	Workforce Services	Low		Closed	TTR Missed:	No	0.00

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Workforce Services

INC000000456784	Samuel Hendricksen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.72
INC000000456809	Bonnie L Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.89
INC000000456826	Linda Hansen	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000456829	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456833	Jean Fisher	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000456868	Marge Rajski	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	7.66
INC000000456900	Christine Mayne	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000456942	Jo Jacobsen	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000457006	Cassidy Carter	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457014	Rick Kowalczik	None	None	None		TIR Missed: No	0.18
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000457024	Shirley Meyer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.97
INC000000457052	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457055	Andrea Henderson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000457060	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457063	Amber Snow	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.20
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000457074	Neil Stevens	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000457078	Cindy Bertagnolli	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.40

Workforce Services

INC000000457079	Kathy Randle	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457115	Andrea Bo	Application	Error	Utah Master Directory		TIR Missed:	Yes	1.01
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed:	No	1.83
INC000000457163	Danette Groesbeck	Application	None	Novell Messenger		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457179	Sandra Black	Network	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457185	Linda Wirtjes	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	0.10
INC000000457205	Jimmy Smith	Network	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457217	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457247	Clayton Cederlof	Application	Error	Utah Master Directory		TIR Missed:	No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457274	CindaLee Hall	Application	Error	DWS Web		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	1.43
INC000000457284	Jolyn Bevan	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457293	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457296	David Cote	Application	Error	Utah Works		TIR Missed:	No	0.91
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	0.91
INC000000457318	Valorie Pacheco	Application	Error	Microsoft Office		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457337	Debbie Bauman	None	None	None		TIR Missed:	No	0.00
	Voice Engineering	Debbie Bauman	Workforce Services	Low	Closed	TTR Missed:	Yes	6.91
INC000000457351	Jennifer Buonocore	None	None	Utah Electronic Resource and E	TIR Missed:	No	0.00
	Data Center Operations	Tom Paden	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000457413	Ryan Rock	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed:	No	5.60
INC000000457433	Lien Le	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.00

Workforce Services

| INC000000457439 | Jennifer Buonocore | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000457461 | Angela Madsen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000457462 | Dan Vaughan | Application | Password | PGP | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | 0.01 |

| INC000000457473 | Maryana Valles | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Workforce Services | Low | Closed | TTR Missed: | No | 0.12 |

| INC000000457479 | Lisa Henrie | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000457482 | Robert Chambers | Print/Copy/Scan/Fax | None | None | TIR Missed: | No | 0.46 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: | No | 4.66 |

| INC000000457496 | Kelly Farley | Application | Password | Novell Messenger | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | 0.13 |

| INC000000457497 | Toni C Ansel | Application | Error | Content Manager | TIR Missed: | No | 0.95 |
| Application Support - Content Mana | Nate Olson | Workforce Services | Low | Closed | TTR Missed: | No | 0.95 |

| INC000000457501 | Heather Shuman | Application | Error | Avaya IP Softphone | TIR Missed: | No | 0.17 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | 0.19 |

| INC000000457509 | Ledia Kita | Remote Connectivity | Password | None | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | 0.18 |

| INC000000457510 | Terry Lisonbee | None | None | None | TIR Missed: | No | 0.77 |
| Help Desk | Sarah Johnson | Workforce Services | Low | Closed | TTR Missed: | No | 2.77 |

| INC000000457515 | Karen Thomas | Application | Error | Internet Explorer | TIR Missed: | No | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000457541 | Jimmy Smith | Application | Error | State Payroll System | TIR Missed: | No | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: | No | 0.58 |

| INC000000457553 | Nelda Ault | None | None | None | TIR Missed: | No | 0.87 |
| Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Closed | TTR Missed: | No | 1.25 |

| INC000000457571 | Jan Hunt | None | None | None | TIR Missed: | No | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: | No | 0.08 |

| INC000000457572 | Jackie Dalton | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000457576 | Tara Connolly | None | None | None | TIR Missed: | Yes | 5.92 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: | No | 5.92 |

Workforce Services

INC000000457579	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.29
INC000000457594	Robyn Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.04
INC000000457599	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.20
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	0.20
INC000000457621	Jackie Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	3.32
INC000000457629	Melinda Parkin	Application	Error	DWS Web		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000457638	Lori Hatch	Application	Error	Novell Messenger		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.43
INC000000457647	Evelyn Brower	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.27
INC000000457651	Darrell Wilson	Application	Error	Utah Works		TIR Missed: No	0.22
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	0.22
INC000000457654	Jennifer Owens	None	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	0.40
INC000000457685	Ioana Tooala	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000457704	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.17
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	0.54
INC000000457734	Sheila Oelerich	Application	Error	Utah Works		TIR Missed: Yes	2.58
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	2.58
INC000000457738	Gary C Williams	Application	Error	Utah Master Directory		TIR Missed: No	0.00
Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000457747	Jillian Watkins	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000457803	Laura Beckstrand	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
Voice Operations	Kelly Johnson	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000457808	Debbie Westbroek	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.63
INC000000457828	Jennifer Domenici	None	None	None		TIR Missed: No	0.07
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed		TTR Missed: No	0.47

Workforce Services

INC000000457851	Selma Meono	Application	Error	Content Manager	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000457887	Cindy Adams	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000457896	Jackie Nielson	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457928	Randy Hopkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457945	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457946	Ashley Nielsen	Application	Password	Novell Messenger	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000457998	Lonny Marchbanks	Remote Connectivity	Performance	None	TIR Missed: No	0.00
Network Operations	Robert Ryan	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000458018	Toni C Ansel	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458054	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458078	Kathryn Neibert	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000458083	Tracy Barrera	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458117	Sarah Pickard	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.80
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000458151	Connie Grace	Application	Error	Content Manager	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000458161	Dena Nelson	PC/Laptop	Virus	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	4.59
INC000000458164	Sariah Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	4.58
INC000000458169	Sheryl Nisely	Application	Error	Utah Works	TIR Missed: Yes	6.45
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	6.45
INC000000458247	Wendy Macis	Application	Error	Utah Works	TIR Missed: Yes	15.31
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	15.35

Workforce Services

INC000000458275	Agnes Lomu	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.23
INC000000458289	Kathleen Haile	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	0.18
INC000000458293	Vivian Holmes	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000458310	Kathryn Grover	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000458312	Linda Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000458343	Vivian Holmes	Application	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	0.47
INC000000458349	Bonnie L Kelsey	Application	Error	Novell GroupWise	TIR Missed:	No	0.05
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.31
INC000000458369	Susy M Westphal	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.08
INC000000458381	Carl Moore	None	None	None	TIR Missed:	No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	1.36
INC000000458394	Maria Torres	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	0.97
INC000000458404	Scott G Anderson	Print/Copy/Scan/Fax	Incident	BlueZone	TIR Missed:	No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	0.63
INC000000458425	Anthony Kelly	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	1.04
INC000000458433	Alexandra Nigh	Application	Error	Microsoft Word	TIR Missed:	No	0.00
Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed:	No	1.92
INC000000458441	Jennifer Domenici	None	None	None	TIR Missed:	No	0.55
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	0.55
INC000000458446	Julia Story	None	None	None	TIR Missed:	No	0.57
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	0.62
INC000000458467	Amanda Hopp	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	0.00
INC000000458488	Kenneth Martinez	Application	Error	Utah Works	TIR Missed:	Yes	4.03
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	4.03

Workforce Services

INC000000458493	Kenneth Martinez	Network	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	0.60
INC000000458497	Chris Kames	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000458505	David Chatterley	PC/Laptop	None	None	TIR Missed: No	0.09
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	0.52
INC000000458517	Launi Milligan	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000458519	Sherry Bird	Telecom	Call/Receive	Telephone	TIR Missed: No	0.22
Voice Operations	Gail Christiansen	Workforce Services		Low	Closed	TTR Missed: No	0.22
INC000000458521	Kathy Wendel	Application	Error	DWS Web	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	0.17
INC000000458533	Launi Milligan	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000458550	Dimang Chao	Application	Password	Utah Works	TIR Missed: No	0.24
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed: No	0.25
INC000000458553	Cathy Iriart	Telecom	IP	None	TIR Missed: No	0.18
Voice Operations	Gail Christiansen	Workforce Services		Low	Closed	TTR Missed: No	0.18
INC000000458556	Leann Robinson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	1.40
INC000000458599	Stacy Neal	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.06
INC000000458603	Cindy Adams	Telecom	Dial Tone	Telephone	TIR Missed: No	0.35
Voice/Data/WAN Services	Greg Blessing	Workforce Services		Low	Closed	TTR Missed: No	0.35
INC000000458607	Jan Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Closed	TTR Missed: No	0.04
INC000000458608	Lori Mair	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000458610	Jessica Staker	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	0.00
INC000000458619	Marilu Uribe	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed: No	0.08
INC000000458651	Rebecca D Anderson	None	None	None	TIR Missed: No	0.29
Metro A Hosting	Tom Carney	Workforce Services		Low	Closed	TTR Missed: No	0.70

Workforce Services						

INC000000458656	Vivian Holmes	PC/Laptop	Hardware	None		TIR Missed: No	0.34
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000458667	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458678	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458680	Cory Pearson	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000458689	Karen Quackenbush	Application	None	Computerized Unemployment B	TIR Missed: No	0.71
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000458693	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	0.65
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000458697	Cathy Swain	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458741	Yalonda House	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458753	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000458767	Aniara Shields	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000458773	Samuel Hendricksen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.64
INC000000458774	Agnes Lomu	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458775	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458776	J G Bronson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458779	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458780	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458781	Vivian Holmes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000458805	Laurie Wittwer	Network	None	None	TIR Missed: No	0.10
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000458806	Jennifer Domenici	None	None	None	TIR Missed: No	0.20
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000458835	Tricia Cox	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458886	Leann Robinson	PC/Laptop	Performance	None	TIR Missed: No	0.27
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000458888	Jessica Ankenbauer	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458926	Sherrie Reed	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000458937	Casey Erickson	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000458938	Lauryn Miller	Application	Error	Utah Works	TIR Missed: Yes	1.81
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.81
INC000000458944	Gerald Brown	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000458945	Karissa Vallejo	Application	Error	Utah Works	TIR Missed: Yes	1.90
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.90
INC000000458971	Miri Parker	Application	Error	Utah Works	TIR Missed: Yes	28.29
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	28.29
INC000000458987	LeAnn Hatfield	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000459000	Laurel Morris	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000459001	Alyshia Jenkins	Application	Error	Utah Works	TIR Missed: Yes	8.72
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	8.72
INC000000459004	David Chatterley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000459010	Laurie Wittwer	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459020	Karen Hess	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000459029	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459050	Ryan Rock	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000459053	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459058	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459064	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.87
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000459067	Geoffrey Landward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed: No	0.00
INC000000459079	Chris Kamens	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000459113	Lynn Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000459115	Lisa Henrie	Application	Error	None		TIR Missed: No	0.60
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000459135	Christina Gale	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459136	Jonathan Simmons	Telecom	None	None		TIR Missed: No	0.17
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000459142	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459149	Jon Brewer	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459150	Juliana Smith	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459154	Lisa Weinmuller	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459160	Dustin Townsend	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459164	Kerrie Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000459171	Melissa Presley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459208	Sharla Anderson	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459217	Colleen Jamison	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459225	Lisa Beglarian	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459232	Chris Kamens	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459243	Brittney M Woodland	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07

INC000000459244	Robert Van Vliet	Application	Error	Utah Works	TIR Missed: Yes	8.13
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	8.13

INC000000459255	Tyler Sorenson	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.67

INC000000459259	Chris Banks	Application	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	8.83

INC000000459314	Stephanie Harding	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459318	Kristopher Dew	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459320	Lonna G Wight	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24

INC000000459324	Debbie Westbroek	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459329	Carrie Peterson	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459330	Mohamed Ahmed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459344	Toni C Ansel	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00

INC000000459350	Colette Cox	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

| INC000000459359 | Gina Boren | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000459372 | Gina Labonte | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000459376 | Janet Howes | Application | Error | Utah Works | TIR Missed: Yes | 24.07 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | 24.07 |

| INC000000459381 | Debbie Westbroek | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | 0.35 |

| INC000000459395 | Jo D'Agostino Minardi | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.20 |

| INC000000459437 | Chris Cook | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jeremy Standifird | Workforce Services | Low | Closed | TTR Missed: No | 3.61 |

| INC000000459469 | Maria Torres | Application | Error | VMware Workstation | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | 0.38 |

| INC000000459480 | Vicki Giesler | Application | Error | Utah Works | TIR Missed: Yes | 5.75 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: No | 5.75 |

| INC000000459483 | Lindsey Johnson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000459484 | Becky Coats | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | 1.26 |

| INC000000459488 | Jeana Whitlock | Application | Error | Microsoft Windows XP Professic | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.30 |

| INC000000459493 | Kenneth G Allen | Application | Error | Microsoft Excel | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.55 |

| INC000000459532 | Sherra Lynn Westover | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Ron LeBaron | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000459579 | Jeana Whitlock | Application | Error | Contributions Automated Tax Sy | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Closed | TTR Missed: No | 0.34 |

| INC000000459599 | Debbie Sheldon | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000459601 | Wendy Edwards | None | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Jessica Purcell | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000459611 | Dana Martinez | None | None | None | TIR Missed: No | 0.18 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Closed | TTR Missed: No | 0.70 |

Workforce Services

INC000000459612	Chris Kamens	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.25
INC000000459628	Chris Kamens	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459667	Kathy Lahey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459685	Charlie Phim	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459724	Agnes Lomu	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.27
INC000000459752	Darl Valdez	PC/Laptop	Password	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.75
INC000000459754	Kim Auberger	Application	Error	Utah Works		TIR Missed: Yes	1.15
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	1.15
INC000000459779	Rochele Jackson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000459800	Shane Otvos	Application	Error	Utah Works		TIR Missed: No	0.82
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	0.82
INC000000459802	Susan Cottam	Application	Error	VMware Workstation		TIR Missed: No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed		TTR Missed: No	0.31
INC000000459817	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459830	Tonia Jones	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459836	Lisa Lynn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	0.64
INC000000459842	Rachel Lee	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459847	Lauri Green	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459851	Carolyn Rowland	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000459875	Brenda Duvall	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000459876	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459881	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459913	Jodie Ward	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459917	Lori Shook	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459921	Olga Cooper	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Medium	Closed	TTR Missed: No	0.20
INC000000459922	Sergio Bernabeu	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000459931	Desiree Jones	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000459942	Paula Johns	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459944	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	1.53
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	1.53
INC000000459951	Melissa Daymont	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000459956	James Stavros	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000459979	Sara Stoffers	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000459980	Jennifer Herbert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460009	Jeff Shockley	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.45
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	2.01
INC000000460013	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460018	Sara Stoffers	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460026	Tricia Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000460031	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000460032	Claudio Arancibia	None	None	None		TIR Missed: No	0.85
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	1.72
INC000000460040	Gail Reidling	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000460057	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460072	Tricia Cox	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	5.78
INC000000460085	Leonardo A Gramajo	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	1.16
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	1.16
INC000000460089	Tanya Wilson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460091	Anna Rodriguez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460096	Rebecca Weston	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460103	Paula Johns	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.04
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	7.33
INC000000460108	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460167	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460176	Rachel Anderson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460188	Vivian Holmes	None	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.57
INC000000460213	Megan Pidduck	Network	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000460220	Joann Wetzel	Telecom	Call Management	Telephone		TIR Missed: No	0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000460245	Joanne Austria	Application	Error	None		TIR Missed: Yes	1.34
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.57

Workforce Services

INC000000460252	Rachel Anderson	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460253	Karen Quackenbush	Telecom	Coverage Path	Telephone			TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved		TTR Missed: No	0.11
INC000000460255	Tawnia Page	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460258	Rebecca D Anderson	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460271	Randilee Mcfarland	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460294	Patricia Torres	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed		TTR Missed: No	
INC000000460296	Leonardo A Gramajo	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460298	Jennifer Owens	None	None	None			TIR Missed: No	0.02
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed		TTR Missed: No	0.02
INC000000460299	Lora Wirthlin	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.16
INC000000460330	Sara Stoffers	PC/Laptop	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed		TTR Missed: No	0.50
INC000000460353	Agnes Lomu	Application	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460355	Marilyn Fischer	Application	Error	State Payroll Time Entry System			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460359	Amy Rindlisbacher	Billing	None	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460361	Mitch Romo	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000460372	Sameera Iqbal	Telecom	Voice Mail	None			TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed		TTR Missed: No	0.56
INC000000460373	Gail Reidling	Network	None	None			TIR Missed: No	0.77
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.78
INC000000460392	April Larsen	Telecom	Voice Mail	Telephone			TIR Missed: No	0.40
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed		TTR Missed: No	2.29

Workforce Services

INC000000460393	Laurel Morris	PC/Laptop	Performance	None		TIR Missed: No	0.36
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.22
INC000000460399	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	1.23
INC000000460424	Michelle Steele	Telecom	Voice Mail	Telephone		TIR Missed: No	0.85
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	1.97
INC000000460441	Seth Balls	None	None	None		TIR Missed: Yes	8.98
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	8.98
INC000000460463	Judy Kearns	Application	Error	Utah Works		TIR Missed: Yes	8.63
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	8.81
INC000000460470	Jaimie Druk	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000460471	Anthony Baker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.27
INC000000460474	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460477	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed: Yes	8.58
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	8.99
INC000000460483	Anthony Kelly	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460490	Wendy Macis	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460495	Sally J Critchlow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460529	Melissa Daymont	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000460535	Kerrie Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460540	Scott Hawkes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460575	Melissa Romero-McKean	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460578	Laurie Farrell	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000460592	Kathaleen Williams	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460595	Greg Paras	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000460607	Donna Ferrozzo	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000460613	Fran Cannard	Telecom	None	Telephone		TIR Missed: No	0.16
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000460620	Doris Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.39
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000460626	Lora Wirthlin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460627	Eden Johnson	Application	Error	Novell GroupWise		TIR Missed: No	0.16
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	1.39
INC000000460645	Janice Bitsoie	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000460652	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460654	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460665	Leigh Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000460675	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460695	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460696	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000460697	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460700	Galina Greer	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000460705	Ashley Nielsen	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.12

Workforce Services

INC000000460710	Lauri Wunderlich	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460730	Michelle Madrigal	None	None	None	TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000460765	Noelle Bradford	EIS Hardware	None	None	TIR Missed: No	0.14
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	1.04
INC000000460772	Cindy Bertagnolli	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000460775	Candace Gray	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460780	David Cote	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460782	Kim Auberger	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000460784	Mark Petrie	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460786	Teri Brinkerhoff	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460788	Debbi Warmus	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460789	Carrie Papworth	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000460790	Cami Sandoval	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460793	June Conn-Solomon	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000460795	Chris Banks	Application	Error	DWS Intranet	TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000460796	Megan Pidduck	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	
INC000000460797	Rochelle Green	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000460801	John Cone	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	

Workforce Services

INC000000460802	Michelle Mileski	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000460804	Shawna Werner	None	None	None	TIR Missed: Yes	5.02
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	5.02
INC000000460806	Nancy Nordlund	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000460833	Todd Neff	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460837	Jeff Webster	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460842	Lynette Baker	PC/Laptop	Performance	None	TIR Missed: No	0.15
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000460849	Ingrid Alvarado-Hamilton	Telecom	Call Management	Telephone	TIR Missed: No	0.78
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000460877	Jimmy Smith	None	None	None	TIR Missed: No	0.99
Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000460883	Ryan Rock	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000460890	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460893	Melissa Daymont	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000460909	Alice Edman	Application	None	Novell GroupWise	TIR Missed: Yes	3.79
Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	3.79
INC000000460911	June Bradfield	Application	Error	Avaya IP Softphone	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000460937	Mike Cook	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460938	Cathy Maynard	None	None	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000460950	Debbie Zaugg	None	None	None	TIR Missed: No	0.60
Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000460961	Kim Auberger	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

Workforce Services

INC000000460966	Janeal Dugmore	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461008	Lynette Baker	Application	Error	Utah Works		TIR Missed: Yes	5.82
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	5.84
INC000000461020	Kim Williams	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.40
INC000000461024	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.40
INC000000461026	Robert Ferreira	Network	Error	Novell eDirectory		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.39
INC000000461027	Lesnie Foster	PC/Laptop	Password	Microsoft Windows XP Professic		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.35
INC000000461030	Lesnie Foster	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.31
INC000000461031	Bettina Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461049	Paul Fasig	Network	Password	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461051	Jessica Balls	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461149	Rebecca Weston	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: Yes	6.14
INC000000461154	Kerry Torres	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461158	Sergio Bernabeu	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461160	Ashley Baker	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461164	Jana Nell	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461165	Elaine Jensen	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	
INC000000461166	Tricia Mecham	None	None	None		TIR Missed: No	0.00
Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	

Workforce Services

INC000000461168	Joanna Smith	None	None	None	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	

INC000000461169	Teal Davis	None	None	None	TIR Missed: No	0.00
	Application Support - EREP System	None	Workforce Services	Low	Closed	TTR Missed: No	

| INC000000461171 | Jodie Ward | None | None | None | TIR Missed: No | 0.00 |
| | Application Support - EREP System | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000461176 | Evelyn Gonzales | Application | Password | Novell Messenger | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.14 |

| INC000000461192 | Ammi Tracy | Remote Connectivity | Performance | None | TIR Missed: No | 0.14 |
| | Network Operations | Dave Bodily | Workforce Services | Low | Closed | TTR Missed: No | 2.30 |

| INC000000461197 | Danielle Deming | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Hosting | Keith Scholl | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461199 | Annie Granger | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461202 | Amber Johnston | None | None | None | TIR Missed: No | 0.01 |
| | Metro A Hosting | Keith Scholl | Workforce Services | Low | Closed | TTR Missed: No | 0.01 |

| INC000000461204 | June Conn-Solomon | Application | Password | Novell Messenger | TIR Missed: No | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000461210 | Penni Dehaan | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000461211 | Lynda Bonner | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Hosting | None | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000461214 | Brian Prettyman | Application | Password | Novell Messenger | TIR Missed: No | 0.00 |
| | Metro A Hosting | Keith Scholl | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000461218 | Brenda Johnson | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 1.65 |

| INC000000461226 | Melanie Reese | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461231 | Kristi Manseau | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461246 | Ashley Davis | Application | Password | Active Directory | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461255 | Ben Mortensen | None | None | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Thornton | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

Workforce Services

INC000000461302	Debbie Sheldon	PC/Laptop	Hardware	None			TIR Missed: No	0.23
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	2.27
INC000000461304	Kaylin Bang	PC/Laptop	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	0.84
INC000000461305	Norman Nakamura	None	None	None			TIR Missed: No	0.33
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	0.47
INC000000461338	Julie Anderson	None	None	None			TIR Missed: No	0.16
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed		TTR Missed: No	1.83
INC000000461349	Joan Norton	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461376	Patrice West	None	None	None			TIR Missed: Yes	1.55
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed		TTR Missed: No	1.55
INC000000461383	Nune Phillips	None	None	None			TIR Missed: No	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	0.20
INC000000461389	Melisa Stark	None	None	None			TIR Missed: No	0.21
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	0.23
INC000000461423	Cami Sandoval	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461431	Tammy Berrie	None	None	None			TIR Missed: No	0.29
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	0.29
INC000000461450	Kenneth G Allen	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	1.10
INC000000461456	Joanne Olsen	Application	Error	Utah Electronic Resource and E			TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed		TTR Missed: No	0.46
INC000000461488	Shirley Hilton	Application	Error	None			TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.52
INC000000461498	LeAnn Hatfield	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461512	Gary C Williams	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461514	Felicia Kinder	None	None	None			TIR Missed: No	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	1.07
INC000000461525	Debbie Torres	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000461532	Lara Rudloff	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000461533	Kirsten Heaton	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000461570	Karen Quackenbush	None	None	None		TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000461575	Brenda Johnson	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000461595	Rachael Stewart	None	None	None		TIR Missed: No	0.23
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000461597	Jesi Wasden	Telecom	Call/Receive	None		TIR Missed: No	0.29
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000461622	Natalie Hendrickson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000461648	Colleen Fitzgerald	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000461663	Peggy Mitchell	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	11.07
INC000000461701	Jackie Dalton	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000461713	Casey Erickson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	2.06
INC000000461731	Aimee Dimick	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000461737	Richard Donegan	Application	Error	Utah Works		TIR Missed: Yes	2.39
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	3.63
INC000000461742	Richard Donegan	Application	Error	Utah Works		TIR Missed: Yes	2.39
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.40
INC000000461751	Shawn Jolley	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000461761	Jared Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000461764	Natalie Hendrickson	None	None	None		TIR Missed: No	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18

Workforce Services

INC000000461766	Carrie Peterson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461790	Leslie Minaya	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461810	Yalonda House	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.13
INC000000461818	Sharrif Dajany	None	None	None		TIR Missed: No	0.05
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.05
INC000000461821	Rebecca Murdock	None	None	None		TIR Missed: No	0.03
Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed		TTR Missed: No	0.34
INC000000461824	Mandy Davis	Application	Error	ZENworks for Desktops		TIR Missed: No	0.05
Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed		TTR Missed: No	0.31
INC000000461834	Mario Kljajo	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.03
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.10
INC000000461850	Jared Fowers	None	None	Microsoft Office Professional 20		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.33
INC000000461854	Alan Pettersson	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461878	Bonnie Anderson	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461879	Penni Dehaan	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	1.62
INC000000461884	Thomas Petersen	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed		TTR Missed: No	0.06
INC000000461885	Jayme Schlangen	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461886	Cassy Hahn	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461890	Pat Palmieri	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.34
INC000000461903	Penny Stevens	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000461909	Laurie Johnson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

| INC000000461911 | Katrina Evans | Application | Reporting | Microsoft Office Professional 20 | TIR Missed: No | 0.50 |
| | Rural Central Desktop Support | Jay Barfuss | Workforce Services | Low | Closed | TTR Missed: No | 1.65 |

| INC000000461914 | Judy Ward | None | None | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461916 | Jennifer Buonocore | Application | Password | Utah Electronic Resource and E | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461917 | Steven Coray | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Adam Staks | Workforce Services | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000461928 | Jefferson McClellan | Application | Error | Microsoft Office Professional 20 | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461934 | Nobilee Hutchinson | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Ken Bolkcom | Workforce Services | Low | Closed | TTR Missed: No | 3.57 |

| INC000000461936 | Carol Warby | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461939 | Mario Kljajo | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | 3.94 |

| INC000000461946 | Trudy Ellis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461960 | Cherie Robison | None | None | None | TIR Missed: No | 0.19 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 1.73 |

| INC000000461980 | Miri Parker | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 1.05 |

| INC000000461985 | Amie Graff | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461995 | Fran Cannard | None | None | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000461998 | Trisha Nielson | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | |

| INC000000462002 | Brenda Jones | None | None | None | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000462010 | Dennis Canning | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | 0.60 |

| INC000000462025 | Patricia Oneil-Smith | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | 0.15 |

Workforce Services

INC000000462028	Katrina Evans	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	0.28
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000462033	Frances Curley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000462034	Sarah Lu	Telecom	Feature	None	TIR Missed: No	0.09
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000462035	Pat Paulson	None	None	None	TIR Missed: No	0.22
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000462066	Darlean Jensen	Application	Error	DWS Web	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000462072	Brodie Panter	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000462075	Bret Lucas	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.65
INC000000462076	Clayton Toone	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	1.18
INC000000462078	Tiffany Cruz	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000462094	Brad Anderson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462098	Weston Miller	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462115	Amber Trussell	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000462117	Mandy Davis	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000462121	Mandy Davis	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.49
INC000000462122	Jessica Ankenbauer	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462125	Elizabeth Bailey-Durst	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462134	Clint Church	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06

| **Workforce Services** | | | | | | | |

INC000000462142	Lyn Frohlich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000462145	Yalonda House	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000462150	Michelle Mileski	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462152	Nobilee Hutchinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000462157	Dennie Tsuya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000462186	Ioana Tooala	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000462204	Anthony Baker	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000462205	Clint Church	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462208	Susana Acero	PC/Laptop	Error	None		TIR Missed: No	0.37
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000462215	Joan Norton	Application	Error	None		TIR Missed: No	0.74
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000462216	Lisa Henrie	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000462228	Susy M Westphal	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462233	Dan Nelson	Application	Error	Content Manager		TIR Missed: No	0.06
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000462244	Cherie Robison	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462259	Tiffany Cruz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462284	Dennie Tsuya	None	None	None		TIR Missed: No	0.15
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000462290	Ryan Rock	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	2.08

Workforce Services

INC000000462323	Dan Nelson	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low		Closed	TTR Missed:	No	0.00
INC000000462326	Ali Rasheed	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	0.10
INC000000462327	Marion Davis	None	None	None			TIR Missed:	No	0.69
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low		Resolved	TTR Missed:	No	3.62
INC000000462332	Gloria Bock	None	None	None			TIR Missed:	No	0.07
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed:	No	0.10
INC000000462336	Debra Mace	None	None	None			TIR Missed:	No	0.37
	Metro A Desktop Support	Adam Staks	Workforce Services	Low		Closed	TTR Missed:	No	2.96
INC000000462347	Tara Connolly	None	None	None			TIR Missed:	No	0.29
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Closed	TTR Missed:	No	1.05
INC000000462348	Doris Robinson	Remote Connectivity	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	0.21
INC000000462390	Debbi Warmus	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed:	No	0.56
INC000000462406	Carol Jennings	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low		Closed	TTR Missed:	No	0.12
INC000000462410	Deborah Hamlett	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	
INC000000462417	Darlean Jensen	None	None	None			TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed:	No	
INC000000462419	Teal Davis	Remote Connectivity	Error	None			TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed:	No	0.26
INC000000462421	Michael W Hansen	None	None	None			TIR Missed:	No	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low		Closed	TTR Missed:	No	0.13
INC000000462424	Justin Williams	None	None	None			TIR Missed:	No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low		Closed	TTR Missed:	No	0.11
INC000000462427	Shirley Hilton	Application	Error	Microsoft Office			TIR Missed:	No	0.52
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low		Closed	TTR Missed:	No	1.84
INC000000462428	Sherrie St John	None	None	None			TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Closed	TTR Missed:	No	1.18
INC000000462455	Jean Fisher	Application	Error	Internet Explorer			TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low		Closed	TTR Missed:	No	0.00

Workforce Services

INC000000462469	Sandy L Jensen	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000462497	Debbie Stavros	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000462509	Leslie Minaya	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462510	Rachel Durrant	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462511	Helen Hanson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462516	Bret Lucas	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462567	Lonna G Wight	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000462586	Brenda Gallegos	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000462595	Cory Pearson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000462598	Veronica Comandone	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000462608	Colette Cox	None	None	None		TIR Missed: No	0.47
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000462626	Bret Lucas	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462630	Cynthia Bedore	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000462642	Sara Hudgins	Network	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462674	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462675	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000462711	Carie Burnham	Application	Error	Utah Works		TIR Missed: Yes	17.39
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	26.96

Workforce Services

INC000000462716	Bret Lucas	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	0.35
INC000000462728	Cassidy Carter	Application	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	0.07
INC000000462732	Tiffany Cruz	None	None	None			TIR Missed: No	0.31
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	1.75
INC000000462764	Jonathan R Fatz	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.17
INC000000462779	Cassidy Carter	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462811	Marge Rajski	Application	None	Microsoft Office			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	0.11
INC000000462835	Cassy Hahn	Network	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462862	Juri Strong	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462881	Lori Mair	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462929	Wendi Jo Knighton	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000462932	Michelle Slaughter	PC/Laptop	Error	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000462937	Susy M Westphal	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462942	Robin Herrera	Application	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.02
INC000000462951	Vanna Chav	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462959	Karen Ojeda	Application	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	0.00
INC000000462967	Sherry Tran	Application	Error	Utah Works			TIR Missed: Yes	1.44
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	1.54
INC000000462975	Danielle Deming	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	0.00

Workforce Services

INC000000462977	Michelle Wright	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	1.57
INC000000462978	Dennis Canning	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000462982	Laneth Hang	Remote Connectivity	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000462983	Ashley Baker	None	None	None	TIR Missed: No	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000462986	Lynn Thomas	None	None	None	TIR Missed: No	0.13
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000462991	Kathy Richards	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000462997	Vanna Chav	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000463002	Daniel Kroc	None	None	None	TIR Missed: No	0.02
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000463007	Jim Jensen	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000463017	Jesse Kremer	PC/Laptop	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	
INC000000463025	Gloria Priday	Application	Error	ZENworks for Desktops	TIR Missed: No	0.12
Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000463026	Steven Opager	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.55
INC000000463040	Michele White-Milgate	None	None	None	TIR Missed: No	0.38
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000463043	Blaine Cook	None	None	None	TIR Missed: No	0.01
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000463045	LaDawn McPherson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000463057	Linda Wirtjes	Application	Error	ZENworks for Desktops	TIR Missed: No	0.57
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.57
INC000000463058	Janina Von Hartmann	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	0.82

Workforce Services

INC000000463069	Jennifer Asplund	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000463084	Clay Martin	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463105	Doug Lusty	None	None	None	TIR Missed: No	0.25
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000463108	Jacki Randolph	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463112	Gary Reid	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463115	Dennie Tsuya	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000463117	Rich Mackay	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000463130	Brooke LaFazia	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463135	Heidi Lemon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463149	Nancy Galt	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463155	Ryan Halstenrud	None	None	None	TIR Missed: No	0.26
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000463170	Sean Glenn	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463172	Janene Pearce	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463194	Donna Ferrozzo	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000463223	LeAnn Hatfield	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463229	Lynn Adams	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000463230	Nikki Holt	Application	Error	ZENworks for Desktops	TIR Missed: No	0.31
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.31

Workforce Services

INC000000463242	Vickie Olsen	None	None	None		TIR Missed: No	0.56
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.53
INC000000463250	Sharrif Dajany	None	None	None		TIR Missed: No	0.60
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000463265	Darcy Osborn	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463273	Kris Springer	Telecom	Hardware	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: Yes	4.92
INC000000463274	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463277	Susana Acero	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000463287	Tamra Tyler	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000463294	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463300	Marilu Uribe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463301	Kathryn Causey	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000463302	Valerie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463306	Kristi Lujan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000463315	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463328	Jennifer Orvin	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000463329	Bruce Lamb	Telecom	Hardware	Telephone		TIR Missed: No	0.15
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000463357	Maya Rizal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463362	Merrill Black	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.73
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.15

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Workforce Services

INC000000463365	Wendy Meyer	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	1.73
INC000000463417	Dennie Tsuya	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000463457	Vickie Olsen	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000463459	Lori Hatch	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000463463	Geri Gamber	None	None	None	TIR Missed: No	0.15
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000463470	Glenda Furlong	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463486	Anna Rodriguez	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000463506	Jackie Nielson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463510	Ashley Davis	None	None	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463523	Stella L Salazar	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000463524	Jackie Nielson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463525	Stacy Anderson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463534	Michael Wride	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000463576	Kirk Olson	Network	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000463635	Janet Cole	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463647	Kerrie Jensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463665	Cindy Adams	None	None	None	TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000463678	Laneth Hang	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463703	Sharla Anderson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463713	Mary Gehman-Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000463769	Marina Martin	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463795	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463799	Kristin Hayward	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463807	Helen Sawyer	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000463838	James Mitchell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463843	Jeremy Knowlden	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463851	Susan Taggart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463895	Janet Howes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000463896	Amantia Kempton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463913	Sara Stoffers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	3.54
INC000000463915	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463920	Mary Ann Keefer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463924	Stella Lenzen	None	None	None		TIR Missed: No	0.01
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000463929	Tim Davies	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.27

Workforce Services

INC000000463942	Jeremy Barton	Telecom	Call Management	Telephone		TIR Missed: No	0.17
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	High	Resolved	TTR Missed: No	0.22
INC000000463943	Debra Nordfelt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463949	Laura Beckstrand	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463950	Debra Slotboom	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000463956	Anna Bettis	Application	Error	Microsoft Word		TIR Missed: No	0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	1.62
INC000000463961	Nancy Durrant	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000463965	Theresa Scribner	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000463970	Wendy Meyer	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000463974	Jodie Ward	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	1.31
INC000000463976	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463989	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000463998	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464009	Marles Oldroyd	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	1.00
INC000000464030	Carol Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000464032	Connie Dumas	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000464036	Koral Vasquez	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464047	Justin Williams	Application	Password	Avaya CentreVu Supervisor		TIR Missed: No	0.65
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.75

Workforce Services

INC000000464057	Wendy Meyer	Application	Error	Adobe Flash		TIR Missed:	No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed:	No	0.89
INC000000464058	Debbi Warmus	PC/Laptop	Performance	None		TIR Missed:	No	0.56
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	0.88
INC000000464084	Katherine Neal	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.15
INC000000464127	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000464137	Kelly E Rees-Maw	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000464144	Lida Khoshal	Application	Password	Employee Gateway		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	1.71
INC000000464156	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000464157	Debbie Sheldon	Telecom	None	None		TIR Missed:	No	0.08
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	0.19
INC000000464160	Cathy Paiz	None	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	0.44
INC000000464161	Evan Loveless	PC/Laptop	Virus	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	1.37
INC000000464167	Anthony Baker	Application	Error	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	0.53
INC000000464168	Joe Degennaro	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.51
INC000000464209	Jim Jensen	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.15
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	0.54
INC000000464216	Lara Rudloff	Application	Reporting	DWS Web		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	1.78
INC000000464246	Shauna Vigil	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.05
INC000000464247	Loggins Merrill	Application	Password	PGP		TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000464252	Scott Teuscher	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.16

Workforce Services

INC000000464267	Michelle Steele	Telecom	Voice Mail	Telephone			TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low		Resolved	TTR Missed: No	0.33
INC000000464287	Perry Colette	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.26
INC000000464291	Robert Ferreira	Application	Error	None			TIR Missed: No	0.10
	Help Desk	James Stearns	Workforce Services	Low		Resolved	TTR Missed: No	0.10
INC000000464294	William Greer	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.19
INC000000464295	Fran Cannard	Telecom	Call Management	Telephone			TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Workforce Services	Low		Resolved	TTR Missed: No	0.35
INC000000464297	Darlean Jensen	Application	Error	Utah Electronic Resource and E			TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low		Resolved	TTR Missed: No	
INC000000464299	Jackie Williams	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.38
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.38
INC000000464353	Mary Ann Keefer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000464376	Chris Kamens	Application	Error	DWS Web			TIR Missed: No	0.04
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Resolved	TTR Missed: No	1.88
INC000000464377	Jim Jensen	Application	None	Microsoft Access			TIR Missed: No	0.44
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Resolved	TTR Missed: No	0.98
INC000000464410	Sherida Hicks	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000464425	Shaylyn Christensen	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Resolved	TTR Missed: No	0.12
INC000000464428	Tim Olson	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low		Resolved	TTR Missed: No	0.07
INC000000464438	Michelle Bristol	Application	Password	eFIND/eSHARE			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	0.11
INC000000464444	Cami Graff	Application	Error	State Payroll Time Entry System			TIR Missed: Yes	1.31
	Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low		Resolved	TTR Missed: No	1.32
INC000000464465	Colleen Fitzgerald	Application	None	Novell GroupWise			TIR Missed: No	0.11
	Application Services	Tony Larsen	Workforce Services	Low		Resolved	TTR Missed: No	4.22
INC000000464496	Helen Thatcher	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	0.00

Workforce Services

INC000000464522	Helen Thatcher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464535	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464543	Stacy Neal	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464551	Stacy Neal	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464588	Sandra Pyper	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464613	Michelle Ann Pierson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	10.33
INC000000464621	Frances Curley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000464625	Lela King	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464629	Melody Harkwright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464638	Loggins Merrill	Wireless Connectivity	None	None		TIR Missed: No	0.22
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000464643	Colleen Johnson	Application	Error	Microsoft Office 2003 Profession		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000464653	Sariah Hunt	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000464654	Kristine Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000464655	Allen Penrod	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000464657	Todd Jorgensen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464658	Betty J Cox	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.09
INC000000464672	Sandy L Jensen	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000464676	Andrea Henderson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.75
	Voice/Data/WAN Services	T Artis	Workforce Services	Low	Resolved	TTR Missed: No	0.88
INC000000464697	Juliana Smith	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000464699	Ali Rasheed	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000464704	Ernest Ramos	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	4.38
INC000000464716	Janet Cole	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464720	Susana Acero	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464722	Susana Acero	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000464730	Gary Newren	Application	Error	Utah Works		TIR Missed: Yes	1.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	1.32
INC000000464743	Darrell Wilson	Application	Error	Utah Works		TIR Missed: Yes	4.62
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	8.59
INC000000464760	Judy Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464794	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464798	Curt Stewert	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.57
INC000000464810	Kathleen Haile	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000464845	Amber Jackson	Application	Error	Utah Works		TIR Missed: Yes	1.68
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	5.86
INC000000464853	Kris Springer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000464855	Janet Butterfield	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000464858	Karen Shepherd	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000464863	Curt Stewart	PC/Laptop	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	0.12
INC000000464872	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464908	Judy Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.28
INC000000464943	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464970	Donna Ferrozzo	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved		TTR Missed: No	0.71
INC000000464974	Lien Le	Application	Error	Content Manager		TIR Missed: No	0.00
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved		TTR Missed: No	0.19
INC000000464993	Lisa Osborn	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464994	Kelly Farley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464996	Elizabeth Cheney	Application	Error	Novell Messenger		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464997	Elizabeth Cheney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000464998	Cory Olson	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465100	Osman Ahmed	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465102	Osman Ahmed	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465107	Edna Sanchez	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465110	Mandy Davis	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465119	Cindy Cutshall	PC/Laptop	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465129	Ann Durrant	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.96

Workforce Services

INC000000465130	Dorothy Williams	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465137	Ashley Johnson	Network	Error	None		TIR Missed: No	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	1.40
INC000000465138	Molly Wengreen	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.15
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	0.16
INC000000465145	Gene Applonie	None	None	None		TIR Missed: No	0.20
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	0.73
INC000000465150	Judy Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.40
INC000000465160	Brenda Johnson	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.46
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	3.09
INC000000465165	Joe Degennaro	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465167	John Bowers	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.72
INC000000465182	Jan Chumbley-Gardner	Application	Password	Utah Master Directory		TIR Missed: No	0.21
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved		TTR Missed: No	0.24
INC000000465189	Shantelle Roberts	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000465196	Anthony Kelly	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.18
INC000000465198	Karen Ellsworth	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.30
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	0.97
INC000000465201	Lauri Green	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.71
Metro A Desktop Support	Adam Staks	Workforce Services	High	Resolved		TTR Missed: No	0.71
INC000000465204	Rick Little	Application	Password	Utah Master Directory		TIR Missed: No	0.12
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved		TTR Missed: No	0.12
INC000000465208	Ammi Tracy	None	None	None		TIR Missed: No	0.00
Network Operations	Dave Bodily	Workforce Services	Low	Resolved		TTR Missed: No	
INC000000465212	Kirsten Heaton	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.11
INC000000465222	Sariah Hunt	Application	Error	Utah Works		TIR Missed: Yes	2.83
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	3.12

Workforce Services

INC000000465226	Jill Turner	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.09
INC000000465233	Rachel Anderson	None	None	None		TIR Missed: No	0.18
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	3.70
INC000000465238	David Egan	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000465240	Kathy Kirby	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465243	Chris Boyadjian	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000465251	Josie Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000465253	Susana Acero	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000465269	Delene Bourdeau	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000465290	Charlie Phim	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000465291	Jacqueline Gene	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000465330	Mike Cook	Application	Error	VMware Workstation		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000465337	Jamie Ness	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000465340	Mark Petrie	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465352	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	2.05
INC000000465375	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000465382	Erin Hathaway	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Medium	Resolved	TTR Missed: No	0.20
INC000000465406	Lori Calvert	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000465407	Bret Lucas	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465409	Gina Boren	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465410	Craig Guerrero	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000465411	THOMAS MESSENGER	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465413	Lani Dick	None	None	None	TIR Missed: No	0.12
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.26
INC000000465421	Vivian Holmes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465430	Delene Bourdeau	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000465440	Jeff Webster	None	None	None	TIR Missed: No	0.16
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.47
INC000000465445	Anthony Baker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465451	Amber Jackson	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000465459	David Chatterley	None	None	None	TIR Missed: No	0.60
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000465465	Martha Mitchell	Network	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	2.25
INC000000465482	Alicia Rodgers	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000465490	Bradley Salmond	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000465519	Jonathan Parrish	Remote Connectivity	Performance	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000465529	Eric Tanner	Telecom	Voice Mail	Telephone	TIR Missed: Yes	2.28
Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	2.51
INC000000465546	Shauna Lindblom	Application	Error	Adobe Reader	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.39

Workforce Services

INC000000465550	Janet Jolley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465574	Cassandra Pickle	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	1.10
INC000000465575	Stacy Neal	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465584	Brittany Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465588	Lexi Walker	Application	Password	Utah Master Directory	TIR Missed: No	0.37
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000465604	Steven Coray	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000465616	Shauna Lindblom	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465622	Gary Waters	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000465634	Stacey Joos	Mobile Devices	Error	Droid	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465648	Shauna Scott-Bellaccomo	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000465677	Debbie Sheldon	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465686	Patti Sellers	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465692	David Chatterley	None	None	None	TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000465693	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465707	Amantia Kempton	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465737	Delene Bourdeau	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465739	Diane Hunter	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000465755	Courtney Rushton	Telecom	Call/Receive	None		TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	1.10
INC000000465794	Cindy Bertagnolli	Application	None	Novell GroupWise		TIR Missed: No	0.47
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	4.10
INC000000465796	Calvin Kenley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465846	Jessica Staker	Telecom	None	Telephone		TIR Missed: No	0.33
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000465870	Cassandra Pickle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000465895	Delene Bourdeau	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465905	Kevin burt	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000465911	Delene Bourdeau	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465914	Matthew Larson	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465969	Kelly Spafford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465972	Cami Sandoval	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465978	Craig Guerrero	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	1.30
INC000000465980	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000465982	Patricia Torres	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466000	Jennika Sheldon	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466020	Jacqueline Gene	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466030	Kasandra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.27

Workforce Services

INC000000466034	Anthony Baker	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.21
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000466038	John Bowers	None	None	None		TIR Missed: No	0.16
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000466039	Terry Hansen	Network	Incident	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	1.31
INC000000466046	Mary Ann Keefer	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000466056	Mike Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466060	Brittany Jones	Application	Password	Novell Messenger		TIR Missed: No	0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000466062	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466067	Jo Jacobsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000466071	Karen Hess	Application	Error	DWS Web		TIR Missed: No	0.19
	Application Support - Data Warehou	Shana Woodall	Workforce Services	Low	Resolved	TTR Missed: No	0.69
INC000000466082	Jeri Uresk	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466087	Giselle Jackson	None	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.89
INC000000466092	Delene Bourdeau	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466098	Cami Sandoval	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466101	Chad Charlesworth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466102	Gaylene Pebley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000466105	Mary Ann Lawson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Medium	Resolved	TTR Missed: No	0.48
INC000000466122	Daniel Heyworth	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	1.50

Workforce Services

INC000000466124	Aimee Dimick	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466132	Stacy Neal	Application	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000466135	Brady Olsen	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466142	Janet Jolley	Application	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000466147	Helen Hadad	None	None	None	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000466149	Bryan Kessinger	Application	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000466156	Pamela S Fielding	Application	Password	Novell Messenger	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466164	Moriah Stucki	None	None	None	TIR Missed:	No	0.11
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	1.43
INC000000466173	Christina Gale	Application	Password	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466180	Jeff Webster	None	None	None	TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466189	Sharla Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466212	Cecilia Giron	Telecom	None	None	TIR Missed:	No	0.04
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	1.23
INC000000466294	Chris Boyadjian	Application	Error	PGP	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000466307	Kimberly Reyburn	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466321	Selma Meono	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466326	Leann Robinson	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000466352	Kerry Daniels	PC/Laptop	Performance	None	TIR Missed:	No	0.31
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	0.94

Workforce Services

INC000000466366	Dusty Burchett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466380	Brian Smith	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000466383	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466392	Gregory Whittaker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466394	Gregory Whittaker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466411	Gerald Brown	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.47
INC000000466435	Seth Whitmill	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	1.10
INC000000466437	Amber Jackson	Application	Error	Utah Works		TIR Missed: Yes	5.46
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	5.46
INC000000466438	Jimmy Smith	Wireless Connectivity	Performance	None		TIR Missed: No	0.38
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.47
INC000000466446	Geoff Huntsman	Telecom	Voice Mail	Telephone		TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000466448	Kerry Daniels	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000466452	Mary Ann Lawson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466473	Kim Wilcox	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000466479	Rebecca Sangberg	Application	Error	Utah Works		TIR Missed: Yes	4.94
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	37.21
INC000000466500	Jessica Staker	None	None	None		TIR Missed: No	0.02
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000466530	Lela King	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466546	Mike Donegan	None	None	Microsoft Office XP Professiona	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.06

Workforce Services

INC000000466560	Nancy Galt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000466561	Nancy Galt	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000466563	Juliana Smith	None	None	None	TIR Missed: No	0.73
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.73

INC000000466584	Allen Penrod	Application	Error	None	TIR Missed: No	0.13
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: Yes	6.94

INC000000466604	Bret Lucas	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000466617	Jared Chamberlain	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04

INC000000466633	Lillie Coleman	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000466644	Nancy Galt	Telecom	Call/Receive	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	0.32

INC000000466683	Cherie Robison	Application	None	None	TIR Missed: No	0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.25

INC000000466686	Shawna Gelhard	Application	Error	ZENworks for Desktops	TIR Missed: No	0.18
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.18

INC000000466698	Mohamed Ahmed	Telecom	None	Telephone	TIR Missed: No	0.25
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	2.77

INC000000466706	Gloria De Vaca	None	None	None	TIR Missed: No	0.96
	Application Support - APEX	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	1.23

INC000000466712	Ler Wah	Telecom	None	None	TIR Missed: No	0.06
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.06

INC000000466717	Samuel Hendricksen	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00

INC000000466740	Bryan Call	Application	Error	None	TIR Missed: No	0.66
	Campus Networking	David Sedei	Workforce Services	High	Resolved	TTR Missed: No	0.89

INC000000466741	Janet Romo	Application	Error	None	TIR Missed: No	0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	

INC000000466742	Vanessa Washington	Application	Error	None	TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000466744	Ashley Baker	Application	Error	None			TIR Missed: No	0.45
	Application Support - Content Mana	Randall Ottesen	Workforce Services	High	Resolved	TTR Missed: No	0.45
INC000000466751	Doug Lusty	Application	Error	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466753	Deborah Hamlett	Application	Error	Internet Explorer			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466754	Colleen Gearheart	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466758	Evelyn Gonzales	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466760	Edna Sanchez	Application	Error	Utah Works			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466765	Irene Fossat	None	None	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466767	Dorothy Williams	Application	Error	Utah Works			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466769	Sheila Fry	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466770	Mary Sue McMillan-Wong	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466772	Jennifer Buonocore	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466773	Becky Kalaher	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466777	Michael Nixon	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466778	Katherine Thomas	Application	Error	None			TIR Missed: No	0.14
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000466779	Leonardo A Gramajo	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466780	Tammy Berrie	Application	Error	None			TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466800	Joy Majors	None	None	None			TIR Missed: Yes	1.69
	Network Operations	Brant Davis	Workforce Services	High	Resolved	TTR Missed: No	1.69

Workforce Services

INC000000466802	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Network Operations	Brant Davis	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000466804	Connie Shearwood	Application	Error	Utah Works		TIR Missed: Yes	2.11
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	2.22
INC000000466815	Deni Swanger	Application	Error	Utah Works		TIR Missed: Yes	2.97
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	29.44
INC000000466821	Michelle Wright	None	None	None		TIR Missed: No	0.33
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000466829	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466836	Janet Butterfield	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466841	Kandi Kutkas	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	1.98
INC000000466856	Harut Torosyan	Application	Error	Microsoft Excel		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000466863	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466868	Tiffany Hagen	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466869	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466881	Karen Quackenbush	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000466885	Kimberly Reiter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000466890	Veronica M Valadez	None	None	None		TIR Missed: No	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000466895	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466922	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466928	Sallie Muir	Application	Reporting	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06

Workforce Services

INC000000466979	Debbie Sheldon	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000466980	Jeff Webster	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000466982	Debbie Sheldon	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000466986	Jennifer Faumuina	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000467002	Amantia Kempton	PC/Laptop	Hardware	None	TIR Missed: No	0.30
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000467004	Debbie Sheldon	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000467008	Lisa Osborn	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000467014	Tony Muscolino	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000467026	Stephen Maas	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467042	Kenneth Martinez	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467051	Vivian Holmes	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467069	Vivian Holmes	Application	Password	Content Manager	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000467109	Todd Neff	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000467114	Bonnie Johnson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467187	Natalie Young	None	None	None	TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Workforce Services	Low	Resolved	TTR Missed: Yes	38.58
INC000000467218	Sally J Critchlow	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.44
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000467249	Tricia Mecham	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000467281	Stephanie Harding	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467304	Weston Miller	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467314	Denis Paul	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000467341	June Grattan	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467408	Shauna Heil	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	2.29
INC000000467417	Glenda Furlong	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467441	Blaine Cook	PC/Laptop	Performance	Microsoft Windows XP Profession	TIR Missed: No	0.00
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000467462	Nan Powell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: No	2.19
INC000000467494	Connie Grace	PC/Laptop	Error	Microsoft Windows XP Profession	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000467508	Gary Williams	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000467525	Chris Boyadjian	Telecom	Voice Mail	Telephone		TIR Missed: No	0.40
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000467531	Al Contreras	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.14
INC000000467538	Milagros Santos	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000467540	Charlie Phim	None	None	None		TIR Missed: No	0.02
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000467544	Patrick Donegan	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000467553	Rebecca Sangberg	Telecom	Dial Tone	Telephone		TIR Missed: No	0.62
Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.62
INC000000467571	Shauna Lindblom	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.30

Workforce Services

INC000000467582	Marles Oldroyd	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000467585	Toni C Ansel	Application	Reporting	Utah Works		TIR Missed: No	0.48
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.56
INC000000467598	Amy Lowe	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467603	Jackie Nielson	None	None	None		TIR Missed: No	0.09
	Application Support - UI Web	Brett Judd	Workforce Services	Low	Resolved	TTR Missed: No	1.67
INC000000467633	Gill Johns-Young	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Gerard Russell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467659	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467675	Charles Amonett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467676	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467687	Ashley Johnson	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.88
INC000000467690	Jacqueline Gene	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467694	Veronica Comandone	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467699	Kristine Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000467704	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467711	Maryana Valles	Application	Error	Internet Explorer		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000467731	Denise Clegg	Application	Error	eFIND/eSHARE		TIR Missed: No	0.74
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	0.74
INC000000467744	Kimberly Reiter	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000467746	Jeremiah Borrowman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000467749	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467760	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467761	Cathleen McKenzie	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000467762	Dan Ripple	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467765	Barbara Croft	Application	Error	Utah Works		TIR Missed: Yes	5.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	5.00
INC000000467782	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467783	Trish West	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000467788	Jonathan R Fatz	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000467797	Shannon Charlson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.11
INC000000467803	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467845	Delene Bourdeau	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000467851	Melanie Kennedy	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467853	Mary Ann Lawson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000467873	Donna Robles	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.18
INC000000467894	Helen Sawyer	Application	Error	DWS Capture		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467910	Fran Cannard	Telecom	Coverage Path	Telephone		TIR Missed: No	0.33
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	2.05
INC000000467953	Gabby Calero	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.75

Workforce Services

INC000000467955	Pearl Le	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000467958	Jeff Shockley	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467965	Tamra Tyler	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000467979	Trisha Nielson	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000467980	Lidya Hardy	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Resolved	TTR Missed: No	0.75
INC000000467985	Clyde D Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000467988	Alyshia Jenkins	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000468010	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468011	Whitney Warren	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000468018	Selma Meono	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000468037	June Conn-Solomon	Telecom	Hardware	Telephone		TIR Missed: No	0.23
	Voice/Data/WAN Services	T Artis	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000468080	Shirley Meyers	None	None	None		TIR Missed: No	0.40
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000468082	Lisa Henrie	None	None	None		TIR Missed: No	0.24
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	1.03
INC000000468083	David Bramble	Network	Error	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: No	2.15
INC000000468125	Anna Dart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468154	Katie Dietz	Telecom	Call Management	Telephone		TIR Missed: No	0.06
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000468164	Anna Dart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000468165	Tala'ave Lakin	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	0.02
INC000000468197	Kimber Burks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468203	Lisa Osborn	Application	Error	Content Manager		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468204	Darrell Wilson	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468207	Angi Nielsen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468303	Linda Church	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468325	Kathy Franson	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468335	Paula Rigby	None	None	None		TIR Missed: No	0.58
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	2.23
INC000000468341	Alexandra Nigh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.04
INC000000468354	Laurel Morris	None	None	None		TIR Missed: No	0.59
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	2.79
INC000000468359	Clyde D Hansen	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.08
INC000000468378	Michelle Wright	None	None	None		TIR Missed: No	0.45
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	2.28
INC000000468414	Jeff Webster	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000468437	Jennifer Domenici	None	None	None		TIR Missed: No	0.41
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: No	1.40
INC000000468455	Vivian Olson	Network	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.09
INC000000468457	Mardee Thompson	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.08
INC000000468466	Amy Lowe	Application	Error	Novell Messenger		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	0.00

Workforce Services

INC000000468499	Maria Dupaix	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000468512	James Stavros	Telecom	None	None		TIR Missed: No	0.05
Rural South Desktop Support	Julie Christensen	Workforce Services	Low		Resolved	TTR Missed: No	5.11
INC000000468556	Curt Stewart	Telecom	None	None		TIR Missed: No	0.10
Voice Operations	Gail Christiansen	Workforce Services	Low		Resolved	TTR Missed: No	1.10
INC000000468598	Cindy Adams	Telecom	None	None		TIR Missed: No	0.51
Voice Operations	Leon Owen	Workforce Services	Low		Resolved	TTR Missed: No	0.51
INC000000468621	Brenda Duvall	None	None	None		TIR Missed: No	0.20
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	0.20
INC000000468632	Tellina Zavala	PC/Laptop	Performance	None		TIR Missed: No	0.08
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	0.08
INC000000468656	Jennifer Owens	None	None	None		TIR Missed: No	0.05
Metro B Desktop Support	Anthony Booyse	Workforce Services	Low		Resolved	TTR Missed: No	2.49
INC000000468657	Monty Peart	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.07
INC000000468659	Colleen Jamison	None	None	None		TIR Missed: No	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low		Resolved	TTR Missed: No	0.02
INC000000468688	Steven Vorasane	None	None	None		TIR Missed: No	0.57
Rural North Desktop Support	Ruston McKay	Workforce Services	Low		Closed	TTR Missed: No	1.13
INC000000468691	Jennifer Domenici	PC/Laptop	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000468718	Cherie Robison	Application	Error	None		TIR Missed: No	0.13
Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	1.06
INC000000468730	Stephen Lisonbee	None	None	None		TIR Missed: No	0.03
Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	0.12
INC000000468758	Tricia Cox	Wireless Connectivity	Performance	None		TIR Missed: No	0.11
Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Resolved	TTR Missed: No	0.14
INC000000468765	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000468807	Mandy Davis	Application	Error	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00
INC000000468818	Nathan Kuhn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Resolved	TTR Missed: No	0.00

Workforce Services

INC000000468838	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468842	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468848	Brenda Johnson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000468849	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468876	Linda Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	3.12
INC000000468882	Gail Reidling	Application	None	Novell GroupWise		TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000468887	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468894	Judy Mattinson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000468911	Cassandra Pickle	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000468919	Eddie Richmond	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000468926	Mary Silva	Application	Error	Utah Works		TIR Missed: Yes	2.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	2.06
INC000000468927	Lynn Thomas	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.05
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000468958	Blaine Cook	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.95
INC000000468959	Nate Talley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468970	Nikolene Bradbury	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468972	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000468978	Nate Talley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000468990	Lanette Best	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05

INC000000468996	Mardee Thompson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	0.00

| INC000000468997 | Sean Glenn | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Steven Haderlie | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469011 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000469032 | Jennifer Domenici | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469036 | Kendrick Lafleur | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469047 | Michelle Viertel | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | 0.12 |

| INC000000469050 | Jared Chamberlain | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | 0.13 |

| INC000000469051 | Rebecca Farnsworth | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | 0.11 |

| INC000000469054 | Shantelle Roberts | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469071 | Kendrick Lafleur | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Edward Fortner | Workforce Services | Low | Resolved | TTR Missed: No | 0.36 |

| INC000000469136 | Sheryl Nisely | PC/Laptop | Performance | PGP | TIR Missed: No | 0.07 |
| | Rural South Desktop Support | Meladye Shively | Workforce Services | Low | Resolved | TTR Missed: No | 0.07 |

| INC000000469142 | Michelle Meyer | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469147 | Barbara McElhinney | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000469149 | Shauna Lindblom | Network | Error | None | TIR Missed: No | 0.09 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Resolved | TTR Missed: No | 0.19 |

| INC000000469170 | Brittney M Woodland | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | 1.32 |
| | Application Support - EREP Data P | Brett Palmer | Workforce Services | Low | Resolved | TTR Missed: No | 1.32 |

| INC000000469181 | Jennifer Orvin | None | None | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: No | 2.64 |

Workforce Services

INC000000469192	Erin Robinson	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469201	Kayl Smith	Application	Password	Content Manager		TIR Missed: No	0.05
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000469224	Colette Cox	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469245	Brittney Hemingway	Telecom	None	None		TIR Missed: No	0.29
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000469277	Mark Knold	None	None	None		TIR Missed: No	0.47
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	1.65
INC000000469300	Christine Mayne	Application	Error	None		TIR Missed: Yes	6.68
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: Yes	7.04
INC000000469336	Robert Moyer	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000469366	Jennifer Domenici	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000469402	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469417	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469419	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469429	Liz Lobato	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000469449	Joanne Nunes	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000469462	Linda Hansen	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000469475	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469512	Michele White-Milgate	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469520	Linda Hansen	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	

Workforce Services

INC000000469521	Jan Thompson	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469533	Terri Waters	Application	None	Novell GroupWise	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469538	Melissa Atkin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000469557	Kristine Larson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.13
Network Operations	Robert Ryan	Workforce Services	Low	Resolved	TTR Missed: No	2.74
INC000000469573	Agnes Lomu	Application	None	Adobe Flash	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469574	Kari L Allen	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.13
Network Operations	Kelli Okumura	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000469584	Melissa Atkin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000469621	Mary Gehman-Smith	Network	None	None	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	2.51
INC000000469667	Mark Knold	None	None	None	TIR Missed: No	0.23
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.08
INC000000469670	Terry MacFarlane	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000469672	Carolyn Davis	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000469678	Clo Towers	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000469685	Debbie Sheldon	None	None	None	TIR Missed: No	0.46
Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000469748	Lynette Rasmussen	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.24
Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000469750	Lisa Weinmuller	None	None	None	TIR Missed: No	0.66
Application Support - EREP System	Brett Palmer	Workforce Services	Low	Resolved	TTR Missed: No	0.66
INC000000469759	Robert Chambers	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.64
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000469787	Chris Reed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000469789	Cindy Adams	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Leon Owen	Workforce Services	Medium	Resolved	TTR Missed: No	0.29
INC000000469799	Bradley Salmond	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469806	Janet Cole	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000469863	Ammi Tracy	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000469881	Ayelen Butler	None	None	Internet Explorer		TIR Missed: No	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000469926	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469928	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469931	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469961	Tammy M Cole	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000469980	Mary Roybal	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000469981	Rebecca D Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470001	Brandt Revell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	3.05
INC000000470004	Connie Grace	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470038	Daniel Heyworth	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470046	Joyce Burningham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000470067	Dixie Baughman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000470070	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00

Workforce Services

INC000000470091	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470117	Roger Priest	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000470182	Roseanna Bills	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.56
INC000000470222	Teri Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470246	Katie Trillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470262	Gaylinn Frandsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470291	Jon Brewer	Application	Error	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000470294	Kenny Hicken	Application	Error	Novell iPrint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000470306	Carly Buttars	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000470307	Cynthia Barlow	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470311	Chris Cook	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000470315	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000470365	Neil Rollins	Application	Error	DWS Intranet		TIR Missed: No	0.18
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000470394	Eileen Rivera	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470395	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000470420	Jo D'Agostino Minardi	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000470431	Anna Sargsian	None	None	None		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19

Workforce Services

Incident	Name	Category	Type	Item		Status	TIR/TTR Missed	Value
INC000000470434	Jo D'Agostino Minardi	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470435	Teresa Fulton	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470440	Josh Gregersen	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	0.59
INC000000470461	Lori Calvert	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470462	Gordon Snow	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470469	Gaylinn Frandsen	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470479	Tawnia Page	PC/Laptop	Virus	None			TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved		TTR Missed: No	0.10
INC000000470485	Melissa Beagley	Application	Error	Utah Works			TIR Missed: Yes	2.97
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved		TTR Missed: No	2.97
INC000000470497	Gary Newren	None	None	None			TIR Missed: No	0.35
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.97
INC000000470505	Sherry Tran	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved		TTR Missed: No	0.31
INC000000470507	Rachel Gehring	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	0.75
INC000000470513	Timothy Tinker	Application	Error	Novell GroupWise			TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.17
INC000000470530	Terresa L Graham	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	0.26
INC000000470531	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470578	Tami Huntington	Application	Password	PGP			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved		TTR Missed: No	0.00
INC000000470642	Stacey Joos	Application	Error	Novell GroupWise			TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved		TTR Missed: No	0.34
INC000000470646	Randi Bell	None	None	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved		TTR Missed: No	0.00